



Level 4

Sample! Business English

Student Worksheets



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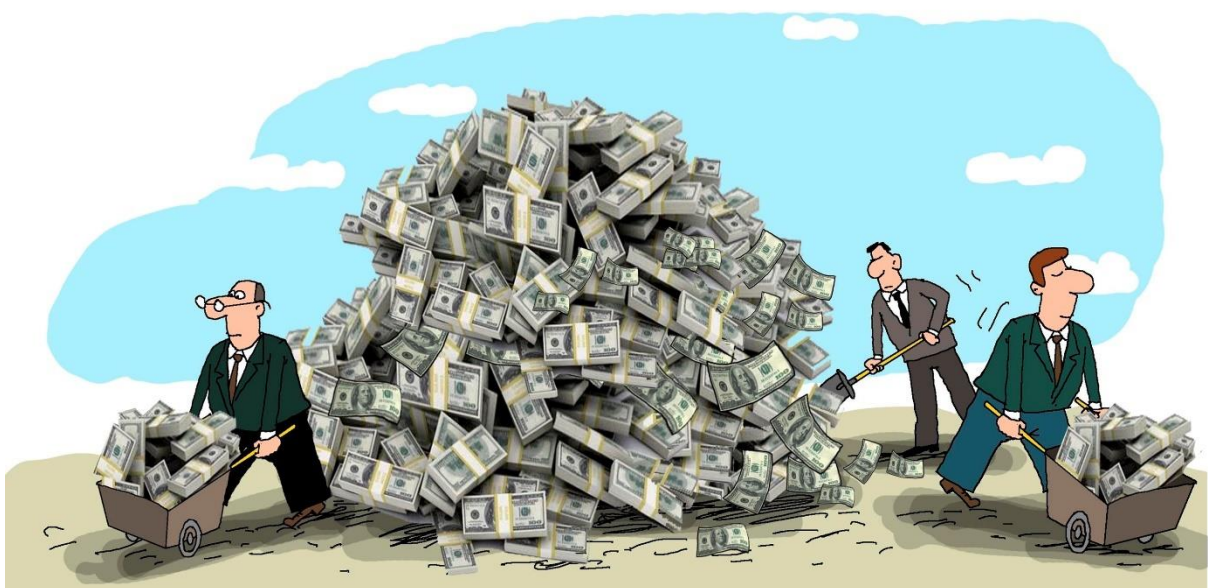
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A. BUSINESS VOCABULARY

1. Write the words:

debt salary improve loss costs profit severe cash price budget

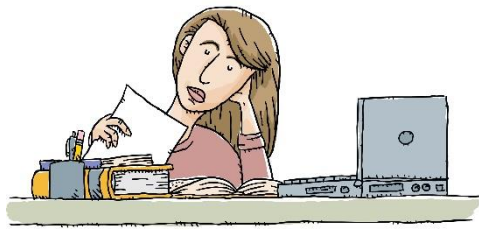
- a) When you set up a business, there are so many _____
- b) The _____ of that car is just too expensive.
- c) Many businesses have trouble balancing the _____.
- d) Unfortunately, the business had a big _____ this year.
- e) Fortunately, the business had a big _____ this year.
- f) We've got a lot of _____ to spend on upgrading the office.
- g) After taking all those loans, the business is really in _____ now.
- h) I get my _____ at the end of every month.
- i) The village corner shop had _____ cash flow difficulties.
- j) New government incentives will _____ the cash flow for small and medium-sized companies.



2. Write the abbreviations for these business terms.
 at (followed by an address) _____
 account _____
 administration, administrative _____
 advertisement _____
 Annual General Meeting _____
 any other business _____
 as soon as possible _____
 approximately _____
 blind carbon copy _____
 Chief Executive Officer _____
 care of (on letters: at the address of) _____
 company _____
 Cash On Delivery _____
 department _____
 document _____
 estimated time of arrival _____
 laboratory _____
 limited (company) _____
 not applicable _____
 nota bene (it is important to note) _____
 number _____
 personal assistant _____
 per annum (per year) _____
 per pro (used before signing in a person's absence) _____
 public relations _____
 please turn over _____
 research and development _____
 repondez s'il vous plait (please reply) _____
 stamped addressed envelope _____
 value added tax _____
 very important person _____



. Re-write each sentence to make it more informal.



Formal academic writing is quite different from informal spoken English. In general, informal spoken English contains a number of colloquialisms (conversational expressions) that are inappropriate for formal written English. It is important not to mix the styles.

These sentences have informal English. Rewrite each sentence using only formal English.

a) The machine's banjaxed.

b) That guy isn't supposed to be here.

c) I don't trust him any farther than I can throw him.

d) That girl is a sweetheart.

e) Relax, buddy!

f) I've got twenty quid left in petty cash.

Leaving voice mail messages

Tips for leaving voice mail messages:



- Be polite and respectful.
- Use voice mail wisely.
- Leave detailed messages so people can take action. Your voice mail message should allow the listener to take appropriate action. At least, leave your name, company, phone number, time of call, and purpose of call.

1. Practise these:

- a) Hi, this is Hannah Smith from Gourmet Catering, and it's two fifteen on Monday. I'm calling to ask you a few questions about the catering event you have booked for next week. Please call me back at (718) 234-3039. Thanks.
- b) Hello, this is Paul Rogan from Big Events. I'm returning your call. It's three o'clock on Monday, and I'll be in the office until at least six, so please call me back at (202) 293-9894. Thank you.
- c) Hi, this is Brian Farrell from Web Design Hub. I'm calling to let you know that the changes you requested for Tuesday's presentation have all be confirmed and carried out. If you have any questions, please call me back at (301) 887-4403; otherwise, I'll see you on Tuesday afternoon. Thanks.

2. Leave a voicemail message. Don't forget to leave your name, company, phone number, time of call, and purpose of the call.

 RECORD EVIDENCE
(1 mark)



Requesting to speak to another

3. Practise the following dialogue:

Secretary: Hello, Happy Hats, this is Peter speaking. How can I help you?

Ms Paul: Hello. Yes, this is Ms Janet Paul calling. May I speak to Mr. Lee, please?

Secretary: Let me check if Mr. Lee is in his office. Would you mind holding?

Ms Paul: Not at all, thank you.

.....The secretary tries Mr. Lee's line and it is busy

Secretary: I am sorry, but the line is busy. Would you like to hold or should I ask him to call you back?

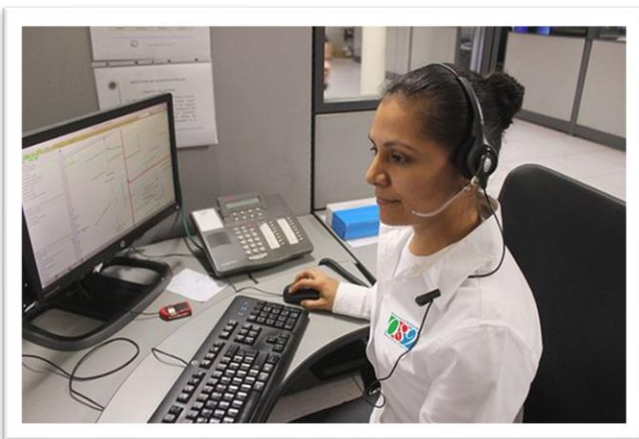
Ms Paul: Uhm... actually, this call is rather urgent. I will hold for a few minutes.

Secretary: Of course. Please hold.

..... The secretary tries the line again.

Secretary: Mr. Lee is available now. Thank you for holding. I will put you through.

Ms Paul: That's great. Thank you.



4. Role-Play: Take part in a telephone conversation, requesting to speak to a particular person in a company. Use formal language.

 RECORD EVIDENCE

(1 mark)

1. Read the information about the course and devise five questions, asking for information that is not stated below:



Start Your Own Business is an introductory online course for anyone who has recently set up a small or micro-business, or for anyone who is thinking about setting up a small or micro-business or is considering self-employment as a career option.

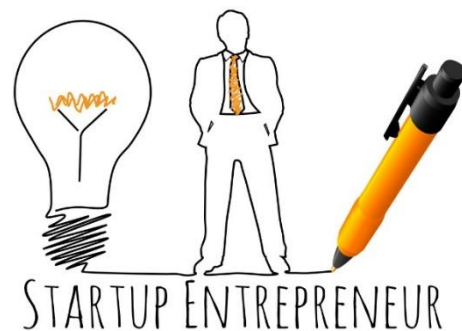
The course duration is one week, from 10 a.m. to 5 p.m. from Monday to Friday. The next course starts on Monday 6th March. All tuition is online and there will be online support.

The cost of the course is €120.

To enrol in the course, please fill in the form on the website, and include your preferred course start date.

COURSE CONTENT

- Overview: Introduction and guidance
- Section 1: Small business structures
- Section 2: Small business and marketing
- Section 3: Small business responsibilities
- Section 4: Succeeding in a small business
- Section 5: Next steps



Business Courses Limited, Tel: 06-3512943, www.businesscourses.com



You can write your questions in rough below:

Write your own email about the meeting. You can email about the upcoming meeting or results of your meeting. Send it, using the email you created and print your sent email.



Did you.....?

- Address someone in your company, with a specific query
- Draft and redraft your email
- Use correct spelling, grammar, punctuation, etc.
- Include a suitable subject line
- Write clearly and concisely
- Use the correct tone
- Address the correct person
- Remember to be polite
- Consider formal / informal language
- Consider internal / external communication
- Use vocabulary suited to your area of work
- Include a suitable ending
- Print the sent email and include in your portfolio.

 **PORTFOLIO**

When would an email be internal communication?

When would an email be external communication?

(4 marks)

PLEASE READ THE ATTACHED EMAIL ABOUT THE EMAIL I SENT YESTERDAY IN REFERENCE TO FLOODING THE SYSTEM WITH TOO MANY UNNECESSARY EMAIL. PLEASE FORWARD THIS EMAIL TO YOUR ENTIRE STAFF.



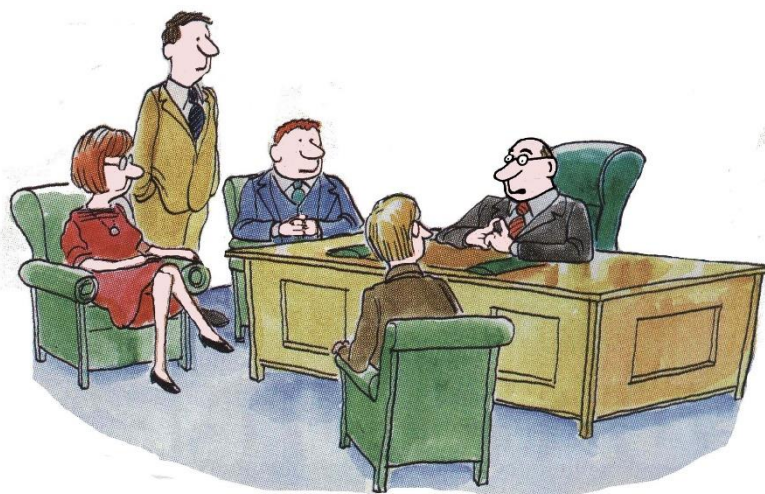
AGENDA

The agenda is a list of things to do at the meeting. It is a plan that helps the meeting run smoothly and outlines issues to be discussed, so that there is a focus to the meeting. Objectives are identified, and the success of the meeting will depend on how these objectives are met.

An agenda should be circulated in advance of the meeting so that participants can come prepared to talk about the items at the meeting.

Tips

- The Chairperson should ask for items of any other business at the start of the meeting in order for them to be integrated into the meeting.
- Keep meetings short but productive.
- Have a tea break, if necessary.
- The first five items and the last two items should always be on the agenda.
- If a topic is already on the agenda, it should be dealt with in its right place.
- Make sure that an agenda is not too long.
- Attach an attendance list for the committee to sign on arrival.



“To be honest, I don’t remember why I called this meeting.”

1. Look at and talk about the example of an agenda:

AGENDA

The Sunshine Book Shop Annual Staff Meeting



MEETING OBJECTIVE(S):

- Check previous minutes and updates to ensure all sections are on track.
- Listen to and discuss annual reporting.
- Design an action plan for the next year.
- Discuss current trends and incorporate into the action plan.

DATE: Tuesday 13th March 2018

TIME: 10:00am

LOCATION: Boardroom, Sunshine Book Shop

BRING (MATERIALS): A 10-minute presentation outlining your report, information on trends in your section

PREPARATION REQUIRED: Presentation, research

1. Present, apologies and welcome
2. Minutes of the previous meeting
3. Matters arising from the minutes
4. Treasurer's report
5. Sales report
6. Trends
7. Planning
8. Any other business
9. Date/time/place of next meeting



1. Complete the notice:

Science, meeting, 14th April, contributions, SCIENCE & TECHNOLOGY
INC., 10 a.m., June

NOTICE

Meeting for all staff wishing to contribute to _____ Fair

On the occasion of National Science and Technology Day, we have decided to organise a Science Fair in the first week of _____. All contributors are requested to attend a _____ in the Conference Room on 20th April at _____ to discuss projects, requirements and agenda for the fair.

We would appreciate as many ideas for _____ as possible, from all departments.

Phil Connor

CEO, Science & Technology Inc.

2. Draft your own notice, related to your field. *Note: You do not need to include a final draft!

Did you?

- Include appropriate vocabulary, related to your field
- Use the correct tone
- Use formal language
- Include all necessary headings
- Proofread, check tone, etc.
- Check what format your draft should be in, e.g. word-processed or handwritten
- Type it using a word-processing program OR present in draft form, handwritten with drawings/sketches (Check with your tutor / teacher)



(5 marks)



COMPOSING ELECTRONIC COMMUNICATION

Business text message

- Give clear instructions about what the customer should text to you.
- Use consistent terminology each time you send a text, e.g. if you use the word 'reply', then use this word each time; don't swap it for 'respond', or 'send', etc. The consistent wording makes the experience predictable for the customer.
- Give limited options, e.g. the customer can reply Y or N.
- Use a polite, friendly, upbeat tone.
- Do not use text abbreviations.
- Use correct spelling and punctuation.
- Split long texts into two parts. Respect the 160-character limit for each text.



1. Compose a high-quality, professional, easy-to-read business text to inform customers of a new product / service or a special offer.

Ensure your document: (Tick when done)

- Includes appropriate vocabulary
- Has the correct tone
- Uses friendly, polite language (but no slang or abbreviations)
- Includes all necessary information
- Is drafted and redrafted
- Is reviewed and proofread
- Is short and to the point
- Is typed up, using a word-processing program
- Is printed
- Is included with your portfolio

2. Write your business text in rough below:



PORTFOLIO

(2 marks)

PROOFREADING



1. Proofread and correct the email. Find proofreading marks online.

To: petergray@buzzelectronics.com
Subject: Unhappy

To the Manager

I am writing to complain about the 42-inch LCD Television I brought at your Shop last week

first of all, the servise was vary slow. When I bought the TV home, I saw that its not working. When I called your shop for the TV to be took back, i was told I had to take it back to the shop THE guy on the fone also sed that I must be doin sumthing rong. I dont see why i should have 2 bring it back when its Your fault.

if thats' how you treat customers, then I'm telling all my Friends not to shop here!

Kevin Turner

2. Proofread and correct the notice. See the proofreading marks in the Appendix.

KP INSRUANCE NOTICE

Found: Blue Folders with Documents

2st Septeber

a large, blue folder containing documents was Found in reception areaon 1st Septeber @ about 11 a.m. if you think this folder is Yours, pleas contact the undersigned @ 09-3498243

Aine O'Sullivan
AINE O'SULLIVAN
Manger, KP Insurance

MARKING SHEET 2

Business English, 4N1108		
Skills Demonstration 2 - A Meeting		
Learner's Name:		
Assessment Criteria	Max Mark	Learner Mark
Attending a meeting <ul style="list-style-type: none"> ▪ Meeting planner (1 mark) ▪ Taking part in a meeting (1 mark) ▪ Following meeting guidelines (1 mark) ▪ Good communication skills (1 mark) 	4	
Writing telephone messages <ul style="list-style-type: none"> ▪ Correct spelling and grammar, proofread, redrafted (1 mark) ▪ Correct format (1 mark) ▪ Clear, legible handwriting (1 mark) ▪ Distinguishing between external and internal communication (1 mark) 	4	
Using electronic communications <ul style="list-style-type: none"> ▪ Correct spelling and grammar, proofread, redrafted (1 mark) ▪ Correct format (1 mark) ▪ Email sent, printed (1 mark) ▪ Distinguishing between external and internal communication (1 mark) 	4	
Writing a memorandum <ul style="list-style-type: none"> ▪ Correct spelling and grammar, proofread, redrafted (1 mark) ▪ Correct format (1 mark) ▪ Word processed, printed (1 mark) ▪ Distinguishing between external and internal communication (1 mark) 	4	
Writing a letter <ul style="list-style-type: none"> ▪ Correct spelling and grammar, proofread, redrafted (1 mark) ▪ Correct format (1 mark) ▪ Word processed, printed (1 mark) ▪ Distinguishing between external and internal communication (1 mark) 	4	
TOTAL	20	

MAPPING OF LEARNING OUTCOMES

1 Distinguish between internal and external business communication to include written telephone messages, electronic communications, memoranda and letters **Pages 57 to 59 (distinguishing between internal and external business communication), Pages 66 and 67 (writing a telephone message), Pages 68 to 70 (writing an email), Pages 71 to 72 (writing a memo), Pages 73 to 75 (writing a formal letter), Page 75 (discussion about internal and external business communication), Appendix 4 (checklist for writing / proofreading)**

2 Distinguish between formal and informal English language structures in written and spoken communication **Pages 24 to 29 (formal and informal English practice), Page 42 (requesting, by phone, to speak to a specific person, using formal language), Page 43 (giving directions on the telephone, using informal language), Page 44 (referring a call to another person, using formal language), Page 45 (asking for clarification on the phone, using formal and informal language), Page 48 (ordering goods/services by phone, using formal language), Page 50 (making appointments by phone, one formal and one informal), Page 54 (answering telephone queries from the general public, using formal language), throughout the course during conversations, discussions, written drafts and written documents**

3 Compile a key business and job-specific vocabulary **Pages 8 to 23 (various vocabulary exercises – words can be added to personal list), Page 95 (business and job-specific vocabulary), Appendix 3 (business and job-specific vocabulary), Appendix 4 (checklist for writing / proofreading), throughout the course during conversations, discussions, written drafts and written documents**

4 Use spoken language effectively and appropriately in a range of business contexts to include initiating and responding to business telephone calls, booking services, making appointments, and dealing with enquiries from the public **Pages 32 to 54 (practice and exercises for making and receiving telephone calls), Page 39 (leaving a voicemail message), Page 41 (role-playing telephone to find out about products/services), Page 42 (requesting, by phone, to speak to a specific person), Page 43 (giving directions on the telephone),**

Page 44 (referring a call to another person, Page 45 (asking for clarification on the phone), Page 48 (ordering goods/services by phone), Page 50 (making appointments by phone), Page 54 (answering telephone queries from the general public), Page 61 (meeting planning – group discussion), Pages 62 to 65 (practice for meeting attendance and participation), Page 65 (taking an active role in a meeting)

5 Compose a range of communications for business purposes accurately and concisely, using appropriate tone and vocabulary, to include letters, memoranda, and electronic communication **Page 97 (composing an informal letter), Pages 98 and 99 (composing a formal letter), Pages 100 to 101 (composing a memo), Pages 102 to 105 (composing electronic communication, e.g. business text message, business social media post, online calendar / schedule, presentation, formal email), Appendix 4 (checklist for writing / proofreading)**

6 Draft a range of documents for business purposes to include notices and agendas, advertisements or mailshots, and press releases or company related articles **Pages 79 to 81 (drafting a mailshot), Pages 82 to 84 (drafting an agenda), Pages 85 to 87 (drafting a notice), Pages 88 to 90 (drafting a press release), Pages 90 to 94 (drafting a diagram or blog or other), Appendix 4 (checklist for writing / proofreading)**

7 Proof read a range of business documents accurately to include spelling, punctuation, grammar and syntax, vocabulary, correct usage, tone and register, and style. **Pages 106 to 109 (proofreading exercises), Appendix 4 (checklist for writing / proofreading), throughout the course when drafting and writing documents, redrafting documents, using Spell Checker on the computer, etc.**
