

TASK 1: Complete the gaps. Put the verbs into the correct form. There are 3 extra verbs you will not use.

DISPATCH NOTE RECKON PRIORITISE ENCLOSE ENSURE REINFORCE PROCESS RECALL TRANSMIT PRETEND

1. I'm not going to _____ we achieved a lot.
2. The company _____ 6.5 million of its tyres in March 2012.
3. They have signed a four billion euro contract _____ nuclear waste.
4. Our new system _____ that everyone gets paid on time.
5. Please find _____ a cheque for £300.
6. The speed at which data _____ over mobile phone networks has increased dramatically.
7. Goods _____ within 24 hours of your order reaching us.
8. Analysts _____ their profits have fallen by around 10%.

TASK 2: Complete the correct preposition.

1. A seminar on coping _____ stress in the workplace will be held next week.
2. This is the firm that specializes _____ charter flights.
3. There is no suggestion that the company was _____ fault for the accident.
4. Food prices have risen by an average _____ about 5%.
5. Contact me _____ my mobile from 9am onwards.
6. He said he'd be here by 10.00 _____ the latest.
7. New controls come _____ effect next month.
8. Colleges responded swiftly _____ the demand for new courses.
9. Our teenagers spend hours _____ the phone every day.
10. She leaves _____ work at 7.30 every morning.

TASK 3: (= homework of 8 April)

Unit 13 - Communication: review questions

- 1) What is infoglut?
 - a) not enough information
 - b) a flood of information
 - c) a form of passing on information
- 2) When sending additional documents with an e-mail, which phrase is correct?
 - a) Please find attached.
 - b) Please find enclosed.
 - c) Please find inside.
- 3) Which sentence has the same meaning as I'll text you later?
 - a) I'll send you a fax.
 - b) I'll send you an SMS.
 - c) I'll write you a letter.

- 4) What does prioritise mean?
 a) to put tasks in order of importance
 b) only deal with important tasks
 c) give the most important tasks to others
- 5) Sending letters by post is often referred to as ...
 a) P-mail
 b) snail mail
 c) slow mail
- 6) As a form of communication, many people see e-mail as being ... than a phone call.
 a) more personal
 b) less direct
 c) less intrusive
- 7) Could you please ... as soon as possible?
 a) call me back
 b) ring up me
 c) phone to me
- 8) The subject line in an e-mail ...
 a) tells you the content of the message.
 b) begins with 'Dear...'.
 c) ends the e-mail.
- 9) Which of the following defines correspondence?
 a) talking to people on the phone
 b) answering enquiries from customers
 c) sending and answering letters, faxes and e-mails
- 10) What is messaging meltdown?
 a) communicating using only one form, e.g. telephone
 b) making a phone call to warn about an e-mail to announce a fax
 c) prioritising and sorting your messages

TASK 4: *True or false? If false, explain why.*

1. vital = full of energy and life. Another meaning is “very important, necessary, or essential”. **T/F**
2. to put too great a demand on an electrical system, a computer, etc., causing it to fail = to overload **T/F**
3. to become involved in a situation in a way that is welcome to other people = to intrude **T/F**
4. worker with low pay, usually a female worker, e.g. a secretary = a white-collar worker **T/F**
5. conversation or reports about other people's private lives that might be flattering and kind = a gossip **T/F**
6. plan or method to be used for achieving a specific goal = course of action **T/F**

TASK 5: Reported speech – examples + exercises

Reported speech

Speech can be reported using the same tense when the fact is still true or we're reporting soon after the direct speech.

'Jan is leaving in a minute.'

→ She said (that) Jan is leaving in a minute.

We often change tense, time and pronouns when reporting speech.

'They are auditing the accounts now.'

→ She confirmed (that) they were auditing the accounts then.

'We will meet here tomorrow.'

→ They agreed (that) they would meet there the next day.

'I haven't met her.'

→ He told me (that) he hadn't met her.

'I can't advise you about that.'

→ She regretted (that) she couldn't advise us about that.

Reporting verbs are used in these ways.

- + (that) clause, e.g. complain, explain, feel, point out, report, suggest
'The advice wasn't very helpful.'
→ She pointed out (that) the advice wasn't very helpful.
- + infinitive, e.g. agree, ask, decide, demand, offer, promise, refuse, want
'I'll reduce the fees if you like.'
→ He agreed to reduce the fees.
- + object + infinitive, e.g. advise, ask, instruct, invite, remind, warn
'You should lower your prices.'
→ They advised us to lower our prices.
- + gerund, when the subject stays the same, e.g. admit, deny, mention, report, suggest
'Let's go over the figures again.'
→ He suggested going over the figures again.
- when there is a change of subject, we use a (that) clause
'Why don't you go over the figures again?'
→ He suggested (that) I go/went over the figures again.

Speech can also be reported by summarising the gist of what the speaker said.

Jacques stressed the importance of good design.

Gina raised the question of reliability.

Exercises

1 Report each sentence, starting with the phrases in brackets.

- 1 'The office will be too crowded if we have two more staff.'
(People felt ...)
- 2 'Can you please take care of the accounts?'
(I've asked Tim ...)
- 3 'Can you please remember to send your reports in by next Friday?'
(The Chair reminded everybody ...)
- 4 'We heard the alarm at 10pm last night.'
(Witnesses reported ...)
- 5 'Would you like to present the figures at the meeting tomorrow?'
(Joy suggested ...)
- 6 'The engineers haven't repaired the equipment yet.'
(He admitted ...)

2 Choose a reporting verb from the list to report what John said.

deny offer ask agree refuse

- 1 'Shall I draw up a list of potential suppliers?'
- 2 'Why hasn't the project been completed?'
- 3 'I'm not going to fund your travel expenses.'
- 4 'I didn't take the documents out of the office.'
- 5 'You're right – it's too early to decide.'