

Read the following situation. Underline any words that you do not know. Then write a response to this email.

Hello XXXX,

I have several questions about a new program that I need help installing. I have spent the past few weeks trying to work with my staff to put figure out the problem, but it is still not working. I would like to set up a conference call with you so that we can discuss possible solutions. What day and time will you be available? Will we talk via Skype or do you have another method for us to chat? I hope that we will be able to solve this problem together. Am I able to contact you on the phone or by email?

Regards,  
XXXXX

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Words of Apology/Reasons for Being Late: (When speaking)

I'm sorry that I'm late  
I hope I didn't keep you waiting  
I apologize for the inconvenience  
I assure you this won't happen again

I got stuck in traffic  
My car broke down  
I couldn't find my paperwork  
I got lost

(When writing)

I'd like to offer my sincerest apologies  
I understand the repercussions of.....  
Due to uncontrollable circumstances.....  
I will make every effort to....

Salutations:

Regards  
Deeply sorry  
Sincerely

Hypothetical Situation: You were supposed to meet someone for a meeting, but you got stuck in traffic and we not able to make it to the meeting. Write a letter of apology to that person explaining what happened.

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Sequence words:

First

Next

Then

After that

Later on

At (whatever time)

Last

Finally

As soon as...

On (whatever day)

Example:

I wake up at 6am and **as soon as** I get out of bed, I get dressed. **Then**, I brush my teeth and go downstairs. **After that**, I make coffee and eat my breakfast. **Later on**, around 7am I leave for work and hope that there will not be any traffic. **On Fridays** the traffic is very bad so I have to leave **at 6:30**. **Finally**, when I arrive at work I park my car and attend the morning meeting.

Discuss your daily routine (or any other sequenced event) using some of the words above.

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Offering Ideas or Suggestions:

If I were you, I would....

You may want to consider....

I was thinking that maybe we could....

What do you think about....

Replies to suggestions:

That is a good idea

Thank you for the suggestions, but....

I don't think we should do that because....

Excellent thought

I will think about your ideas, thanks

Person A: Offers a suggestion of hiring someone new. He is going to explain who this person is and why he thinks he should be hired.

Person B: Is going to either agree or disagree and explain why

Switch....

Person B: Suggests that the company switches to Apple computers instead of PCs and explains why this would be a good idea

Person A: Either agrees or disagrees and explains why