



Jobline **TALKING BUSINESS ADD-ON**

CERNY

Europäischer
Referenzrahmen

A1

A2

B1



BILDUNGSSTANDARDS



KOMPETENZORIENTIERT

Liebe Kollegin,
lieber Kollege!

Das **Jobline Talking Business – ADD-ON** zu Ihrem Lehrbuch **Jobline Talking Business** bietet eine Vielzahl an an interessanten und anschaulich aufbereiteten **Übungen und Aufgaben**, um mit Ihren Schülerinnen und Schülern Themenbereiche aus dem **student's book** vorzubereiten, zu bearbeiten oder zu vertiefen.

Die Übungen sind auf den aktuellen Lehrplan und die Themen des **student's books** abgestimmt und können parallel zum Lehrbuch verwendet werden.

Im **Jobline Talking Business – ADD-ON** ist Zusatzmaterial von der elementaren bis hin zur selbstständigen Sprachverwendung zu allen B-Units von Talking Business enthalten. Als Orientierungshilfe sind sämtliche Übungen mit einer übersichtlichen Angabe zum Schwierigkeitsgrad in Form eines **Sternchensystems** versehen:

- ★ elementary/AnfängerInnen
- ★★ intermediate/fortgeschrittene AnfängerInnen
- ★★★ advanced/Fortgeschrittene

Dies soll Sie dabei unterstützen, heterogene Klassenstrukturen aufgrund breit gestreuter Vorkenntnisse und schulischer Vorbildung zu berücksichtigen.

Jobline Talking Business – ADD-ON beinhaltet umfangreiches und abwechslungsreiches Übungsmaterial zu den **Kompetenzbereichen – reading, writing und speaking** und bietet dadurch ein breites Spektrum an Einsatz- und Anwendungsmöglichkeiten:

- Einführung in neue Themenkomplexe
- Übung und Vertiefung von Lerninhalten
- Festigung des Gelernten
- Evaluation von Wissen
- zusätzliche kommunikative Anreize

Aus dem Inhalt:

- reading, writing and speaking tasks
- language in use, clozes
- games, puzzles, crosswords

Damit Sie effizient und zeitsparend arbeiten können, enthält **Jobline Talking Business – ADD-ON** vorbereitete Unterrichtseinheiten zur direkten Anwendung auf **fertigen Kopiervorlagen** im A4-Format. Zudem sind zu sämtlichen Übungen **vollständige Lösungen** enthalten.

Viel Spaß mit dem **Jobline Talking Business – ADD-ON** wünscht
Karin Cerny

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1 Tim's office



Look at the picture of Tim's office and read the description below.

a) Match the items to the correct letter.

b) Are those sentences true or false? Correct if necessary.

Example: There are three books to the right of the monitor (a).

False: There are three books to the left of the monitor.



1. The pot plant (b) is on the hanging shelf.

2. The notice board (c) is above the desk lamp (d).

3. The bookcase (e) is below the hanging shelf (f).

4. The swivel chair (g) is in front of Tim's desk (h).

5. There is a filing cabinet (i) next to Tim's desk.

6. The printer (j) is in the bookcase.

7. The magazine files (k) are on the top shelf of the bookcase.

8. The waste paper basket (l) is under Tim's desk.

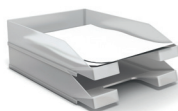
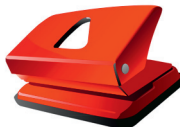
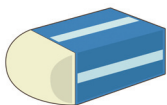
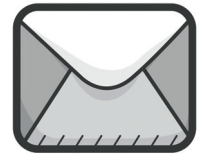
9. The cup of coffee is between the pencil cup (m) and the desk lamp.

10. The alarm clock (n) is on the bottom shelf of the bookcase.

2 Office supplies



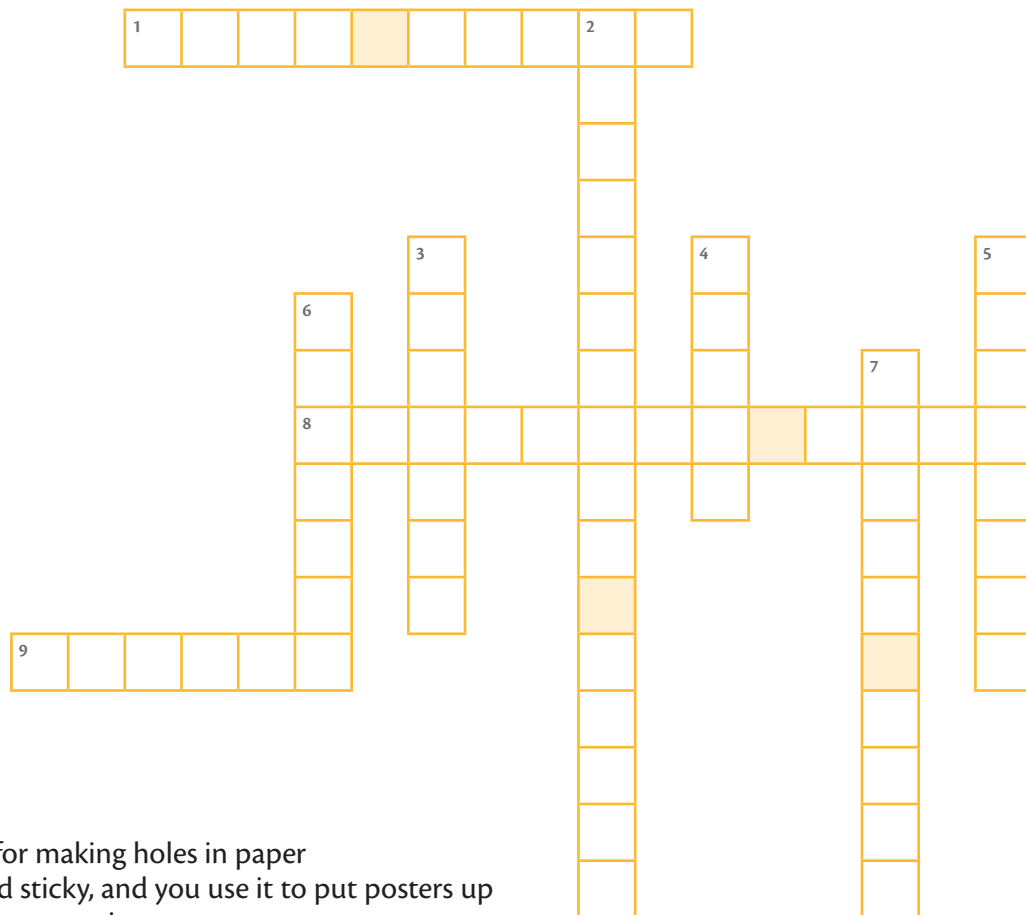
adhesive tape	briefcase	calculator	correction fluid	filing cabinet
desk	envelope	eraser	glue	highlighter
paper clip	pen	pencil	hole punch	pushpin
ring binder	rubber stamp	ruler	scissors	shredder
stapler	staple remover	swivel chair	tray	waste paper basket



3 It's round and sticky



a) Read the descriptions of office supplies and solve the crossword.

**Across**

1. metal thing for making holes in paper
8. it's round and sticky, and you use it to put posters up on the wall or to repair torn papers
9. small soft item used for deleting something written with a pencil

Down

2. white liquid you brush on the paper to cover mistakes
3. small, pointy metal thing for putting posters on walls or messages on notice boards
4. flat rectangular thing to make straight lines, with numbers on it for measuring
5. mechanical device used to cut paper into strips or fine particles
6. device, which joins two or more pieces of paper together with a little piece of metal
7. bendy metal thing that is useful for holding pieces of paper together

b) Choose three additional office supplies. Write clues to describe them. Fill in the table first, then read the description to a partner. Take turns. Can you guess the supplies they have chosen?

ITEM	Shape (round, rectangular, flat, ...)	Feel (soft, pointy, sticky, ...)	Material (metal, wood, ...)	Use (for making holes, for measuring, ...)

1 Business spot: formal/informal English



Grammar spot

Formal English: We use it when writing e-mails and letters at work or cover letters to apply for jobs.

Informal English: We use it with friends and relatives and people in general we know well.

a) Match the informal phrases (1–19) with the formal phrases (a–s).

Informal

1. ____ Thanks for the e-mail of 12 Feb.
2. ____ which we got yesterday
3. ____ What do you need?
4. ____ I'm writing regarding your letter
5. ____ I'm sorry to tell you that ...
6. ____ I promise ...
7. ____ Can you send me ...?
8. ____ I need to know more about ...
9. ____ Don't forget ...
10. ____ I need to ...
11. ____ Shall I ...?
12. ____ But ... / Also ... / So ...
13. ____ If you need help just let me know!
14. ____ I'm sorry for ...
15. ____ Sorry, I can't make it.
16. ____ Hope to see you next week.
17. ____ Just wanted to let you know that ...
18. ____ I'm pleased to tell you ...
19. ____ Best regards/Best wishes

Neutral/Formal

- a I would be grateful if you could send me ...
- b I am writing with reference to your letter.
- c I require more details about ...
- d which we received yesterday ...
- e Please let us know your requirements.
- f Should you require further information, please contact ...
- g We would like to remind you that ...
- h I look forward to meeting you next week.
- i Thank you for your email received/dated 12 February.
- j I am afraid I will not be able to attend.
- k I am writing to inform you that ...
- l Would you like me to ...?
- m I can assure you that ...
- n It is necessary for me to ...
- o We regret to inform you that ...
- p I am happy to inform you that ...
- q However ... / In addition ... / Therefore ...
- r Yours sincerely/Yours faithfully
- s Please accept our apologies for ...

b) Which beginnings of the formal phrases above are used to ...

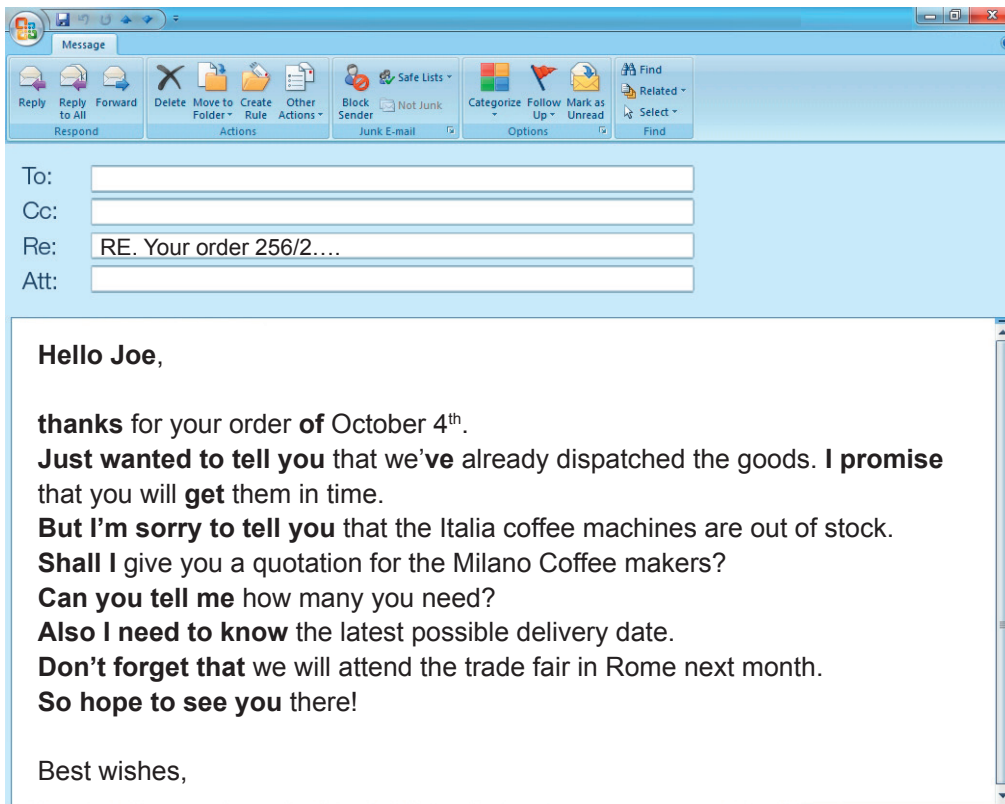
1. say what the letter is about? _____
2. thank someone? _____
3. give information? _____
4. make a request (= to ask for something)? _____
5. give good news? _____
6. give bad news? _____
7. apologise? _____
8. offer help? _____
9. close the letter? _____

Please note:

Informal e-mails or letters: Contractions can be used → *Thanks for ...; I'm writing ...*

Formal e-mails or letters: Never use contractions → *Thank you for ..., I am writing ...*

- c) Read the **e-mail** below. It is addressed to Joe, who you've known for years. You hear the information, that Joe is no longer in charge; Ms Stevenson is now working in his position. Therefore, you need to **rewrite the e-mail** using a **formal style**.

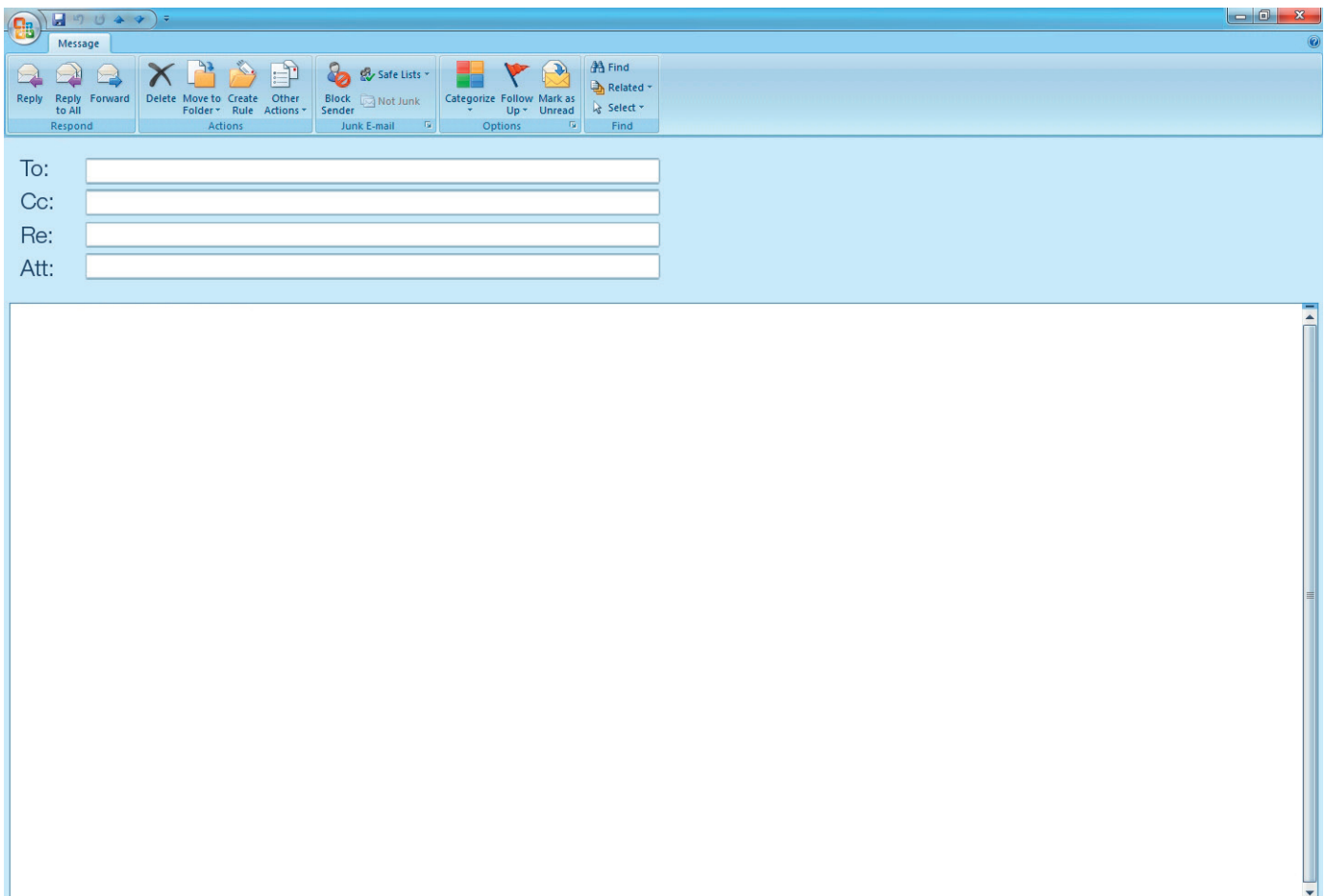


The screenshot shows an email client window with a toolbar at the top containing icons for Reply, Forward, Delete, Move to Folder, Create Rule, Other Actions, Block Sender, Not Junk, Safe Lists, Junk E-mail, Categorize, Follow Up, Mark as Unread, Find, and Related. The email header fields are: To: (empty), Cc: (empty), Re: RE. Your order 256/2...., and Att: (empty). The body of the email is as follows:

Hello Joe,

thanks for your order of October 4th.
Just wanted to tell you that we've already dispatched the goods. **I promise** that you will **get** them in time.
But I'm sorry to tell you that the Italia coffee machines are out of stock.
Shall I give you a quotation for the Milano Coffee makers?
Can you tell me how many you need?
Also I need to know the latest possible delivery date.
Don't forget that we will attend the trade fair in Rome next month.
So hope to see you there!

Best wishes,



The screenshot shows an empty email client window with the same toolbar as the first image. The header fields are: To: (empty), Cc: (empty), Re: (empty), and Att: (empty). The body of the email is empty, providing space for the student to rewrite the email in a formal style.

1 Building blocks for offers



1. REFERRING TO THE ENQUIRY

Thank you for Many thanks for	your enquiry	of 26 April 20 . . about our fashion wear. dated 26 April 20 . . about ...
We were	pleased glad	to receive the above-mentioned letter/e-mail enquiring about our printers. to hear that you are interested in our products.

2. DETAILS

We have the pleasure of submitting the following offer/quotation.
We are pleased to send you our offer/quotation as follows.

As requested For your information	we are sending you we are enclosing we are attaching	our current catalogue and list by separate post. an export price list.
--------------------------------------	--	---

Enclosed Attached	please find	our offer.
----------------------	-------------	------------

All prices The prices	are	EXW Salzburg. net.
--------------------------	-----	-----------------------

Please refer to our sales brochure for details of our terms and discounts.

Our terms of payment for new customers would be CWO (cash with order).

We are pleased to offer We are willing to give We are willing to offer	an introductory/a trade/ discount of 10 % on the list price. a cash discount of 2 % for payment/settlement within 10 days.
--	---

Payment should be made	in advance. within 15 days of delivery. on receipt of (the) consignment/goods/order. according to our usual terms and conditions. by letter of credit/cheque/transfer.
------------------------	--

Our terms of delivery are CIF Rotterdam port or CIP Vienna airport.

Delivery will be made The consignment/goods/order will be dispatched	immediately on receipt of order within 14 days of receipt of order	by air. by rail. by road. by sea.
---	---	--

Our usual terms and conditions apply.

3. CLOSING

Thank you (again) for your interest/enquiry.

We are sure/certain (that) We hope (that)	you will be satisfied with our offer/quotation/products. you will take advantage of this offer/quotation.
--	--

If you have any questions/queries, Should you require any further information	please contact/get in touch with me/us.
--	---

We look forward to	doing business with you. receiving your order and are convinced that you will be satisfied with the goods in every way.
--------------------	---

2 Writing offers



a) Connect the words and phrases to the correct meaning.

- | | |
|-----------------------------|---|
| 1. _____ to receive | a) an amount taken off a regular price; a price reduction |
| 2. _____ a discount | b) without any delay, straight away |
| 3. _____ immediately | c) to get |
| 4. _____ to dispatch | d) latest, newest |
| 5. _____ terms | e) paying for a good or service before you actually receive it |
| 6. _____ payment in advance | f) a document from a bank guaranteeing that a seller will receive payment |
| 7. _____ current | g) to send (goods) off |
| 8. _____ introductory | h) the conditions under which a seller will complete a sale |
| 9. _____ letter of credit | i) serving as an introduction (to attract customers when you start selling a new product) |

b) Alice Jenner of **Office Discount** has sent an offer to Jenny from the purchase department. Complete the missing information with words from the building blocks.

Message

Reply Reply Forward Delete Move to Create Other Actions Block Sender Not Junk Categorize Follow Mark as Up Unread Find Related Select Find

To: purchases@ulysses.co.uk

Cc:

Re: Offer

Att:

Dear Ms Biggs,

many _____ enquiry of 26 April 20 . . .

We were glad to hear that you _____ our products.

_____ find our quotation.

We are pleased _____ an introductory discount of 10 % on the list price.

_____ made within 15 days of delivery

Our _____ are CIF Brighton.

We are _____ that you will be satisfied with our products.

Should you _____ any further information please contact us.

We _____ receiving your order.

Yours _____

Alice Jenner

Office Discount

2 Much or many?



a) Practise asking the questions with the table below using **much** or **many**.

How	much	a. correction fluid	do you want?
	many	b. bottles of correction fluid	
		c. glue	
		d. tubes of glue	
		e. copy paper	
		f. reams of copy paper	
		g. adhesive tape	
		h. roles of adhesive tape	
		i. toner	
		j. toner cartridges	
		k. coffee	
		l. packets of coffee	
		m. sugar	
		n. sugar sticks	

Grammar spot

When do you use *many* or *much*?

Many is used for countable nouns.

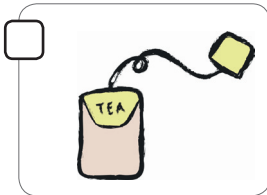
For example, you can count:
many bottles, many tubes, many roles, many packets.

Much is used for uncountable nouns like liquids or materials:
much paper, much glue, much coffee, much toner.

b) Are those terms countable or uncountable? Put **C** or **U** in the box.



cup



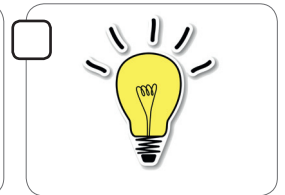
tea



water



can



idea



money



colleagues



stress



break



profit

c) Much or many?

- How _____ people are you expecting for the meeting?
- How _____ time will the delivery take?
- We don't stock these. We don't get _____ orders for them.
- Oh, we don't have _____ milk left! How _____ packs should I order?
- How _____ times do I have to tell you to switch off the PC? This is wasting too _____ energy.
- In Vienna there are too _____ museums to see in one day.
- The photocopier is making too _____ noise. I can't concentrate.
- There's so _____ work and _____ employees are on vacation this week!
- There's really _____ traffic today! _____ people will arrive late to work.

1 How to deal with overdue payments



a) Cloze: Read the text on how to deal with payments and fill in the gaps with words from the box.

templates	records	reminder	prompt	threaten
legal	follow up	unavoidable	friendly	solicitor
document	outstanding	clear	proof	

Overdue payments

Many businesses fear dealing with customers who have _____ (1) payments or unpaid bills. However, these matters can be _____ (2) at some times, so it pays off to have a _____ (3) system in place to deal with these situations.

To avoid spending valuable time and effort chasing late payments you should consider having a collection letter _____ (4) ready to use and a timing process for sending each one.

As well as having a set policy in place it is important to _____ (5) everything, for example, when and which letters were sent, or outcomes of any phone conversations with the customer. These may become legal _____ (6) later if you have to take action with a collection agency or _____ (7).

The letters should range from a _____ (8) reminder to a final notice:

- 1st letter – 'Gentle _____ (9)', short and friendly, can be included on statement.
- 2nd letter – The firm reminder: _____ (10) to remind, more direct and less cordial than the first. Demand payment within 7 days or _____ (11) to take legal action.
- 3rd letter/final notice – demand payment and state _____ (12) proceedings will be started by a certain date. Recorded correspondence is your friend here. You will get a _____ (13) of receipt and this will let your client know you mean business.

Keep in mind that the goal of these letters should be to maintain customer goodwill as well as to encourage _____ (14) payment.

b) Read the following letters extracts – which letter are they taken from?

Write the numbers 1, 2 or 3 in the space provided.

We wrote to you on April 4th reminding you of paying the outstanding amount of € 289.90 for invoice number 236, but it appears to remain unpaid.

We demand payment by May 17th 20 . . or we will list your details with our collection agency.

This is a friendly reminder that the invoice 236 is now 7 days overdue.

We understand that oversights happen but would appreciate prompt payment of this amount.

If payment has already been made, please disregard this email.

We have recently sent you a number of letters to remind you that the balance of € 289.90 is overdue.

Please note that if your account is not paid within 7 days we will take legal action without further notice.

2 Overdue payments – pattern sentences



RE: UNPAID INVOICE # ... (ENTER INVOICE REFERENCE)

This is just a friendly reminder
This is a reminder
Our records indicate
This letter is to formally notify you

that

your account balance of € ...
the payment owed by you for
invoice number ...

is past due.
was overdue as of (date).

you have a total outstanding balance of € ... for
the above invoice overdue.

I enclose a copy of our invoice number ... for payment.*

RE: SECOND REMINDER – UNPAID INVOICE # ...

We sent you a reminder **on ... (date)** to ask for the outstanding funds to be paid but there was no response so far.

Further to our **letter of ... (date)** we are writing to inform you that there is an outstanding amount of € ... in respect to the above invoice.

ASK FOR PAYMENT

Kindly
Please

arrange the payment
submit this amount
organise for settlement of this account
send your payment

as soon as possible.
immediately.
by ... (date).
within ... days.

To maintain a good working relation, we ask you to clear your overdue payment within the next 10 days.

RE: FINAL NOTICE – UNPAID INVOICE # ...

Despite

numerous requests for payment, your account
previous reminders we are disappointed to note that the
above account

remains unsettled.

Please note that if your account is not paid **within 7 days** we will take legal action without further notice.

We demand payment of the outstanding amount **by ... (date)** or we will list your details with our collection agency as of ... (date).

If you fail to respond, we will be forced to pursue legal action.

I regret to advise you that unless payment is received **by ... (date)** this invoice will be passed over to our lawyer.

If you wish to prevent this, please settle your account before the above date.

CLOSING LINE

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this matter, please contact us as soon as possible.

If payment has already been made, please accept our thanks and

ignore this reminder.
disregard this notice.

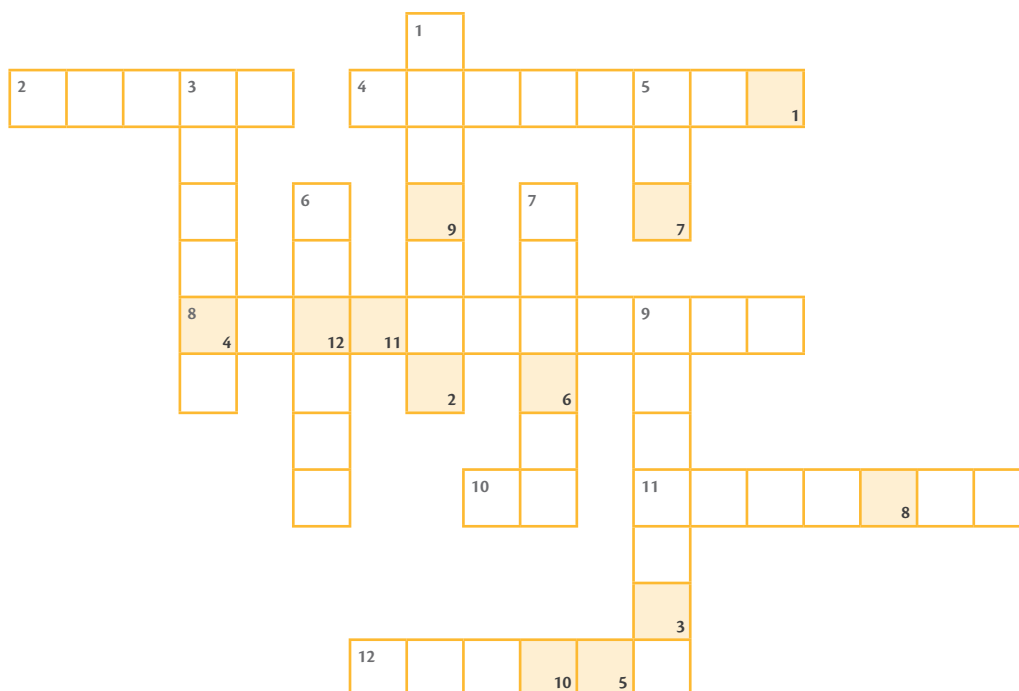
* Encl: Invoice number ...

3 Overdue payments – vocabulary



Solve the crossword.

Write the circled letter on the lines below – the solution refers to the final notice.



Across

2. We've sent two reminders already – please send him a _____ notice now!
4. If an invoice is not paid on time, we send our first _____ within a week.
8. Our records show that there is an _____ amount for invoice no 45/20 ...
10. We demand payment of your outstanding invoice _____ May 15th.
11. The payment is three weeks _____.
12. If payment has already been made, please _____ this reminder.

Down

1. _____ numerous requests, we haven't received any payment from you.
3. If you don't clear your account, we will be forced to pursue legal _____.
5. Payment was _____ on 15 August but we didn't receive it until 30 August.
6. Please settle your account _____ 10 days.
7. _____ arrange for payment.
9. We are writing with reference to the unpaid _____.



4 Overdue payments – writing practice



Read the memo Sandra from finance has sent you:

Hi,
our electronic payment reminder system has broken down – would you please check the open items listings and write the suitable letter, if necessary? Our payment period with reminders is always 10 days.
Thanks a lot, Sandra

a) Who do you have to send (a) letter(s) to? _____

Client

X Media Group, Victoria House, Vale Rd, Portslade, Brighton BN41 1GG

Invoice #	Invoice issued on	Invoice due on	Amount due	Reminder
247/20 . .	10 th May 20 . .	10 th June 20 . .	854.00	14 th June 20 . . (1) 26 th June 20 . . (2) 6 th July 20 . . (3)

Client

XENO Ltd, Gatwick Business Park, Kennel Lane, Hookwood, Surrey RH6 0AH

Invoice #	Invoice issued on	Invoice due on	Amount due	Reminder
411/20 . .	1 th June 20 . .	1 th July 20 . .	1,246.00	3 rd July 20 . . (1)

Client

Neil & Sons, 78 Trafalgar Street, Brighton, BN1 4EB

Invoice #	Invoice issued on	Invoice due on	Amount due	Reminder
458/20 . .	16 th June 20 . .	16 th July 20 . .	485.00	

b) Write the suitable letter.

Brighton, 15th July 20 . .

Talking Business – ADD-ON **Zusatzmaterial für Lehrer/innen**

- inkludiert auf den Lehrplan abgestimmtes **Zusatzmaterial zu den B-Units** von Jobline – Talking Business.
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- enthält Musterbriefe, Textbausteine und Übungen für die Korrespondenz sowie language in use, puzzles, crosswords ...
- beinhaltet die **Lösungen** zu sämtlichen Übungen
- ermöglicht **effizientes und zeitsparendes Arbeiten** durch fertige Kopiervorlagen.

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