

### 1 Discuss these questions as a class.

- 1 When you write to colleagues at work, do you normally use:
  - emails?
  - texts?
  - notes on a piece of paper?
- 2 How formal or informal are your messages? How direct is the language?

### 2 Work in pairs. Read the messages from Sergi and answer these questions.

- 1 Which message is to:
  - a a group of people?
  - b one person?
  - c we don't know who?
- 2 Which message:
  - a gives information?
  - b requests information?
  - c requests an action?
- 3 How informal and direct are the messages? How do you know?

To: Project Manager

**1**

BCC: Chief Executive Officer

Subject: Progress on installation

Re: the installation at the Ede site, we need an update ASAP on all the points we discussed last week:

- Incorrect cables delivered
- Problems with security access to site
- Complaint from local people about phone mast

ATB

Sergi

Managing Director

To: All managers

**2**

CC: Yang, PA

FYI: The Head of HR is arriving tomorrow morning to present new appraisal procedures. ETA 9:00! Please be ready. (Yang, can you contact catering about refreshments?)

BW

Sergi

Our Public Relations Officer needs GPS coordinates before press conference regarding new phone mast tomorrow. Also, will need PIN code to access site i.e., 7649. Please send.

**3**

NB His number is +123456789.

BW

Sergi

- 3** The three messages use several abbreviations, e.g., *BCC*, *ASAP*. Find and circle the abbreviations.
- 4** Look at the examples and categorize the rest of the abbreviations from Exercise 3 in the table.

FOR SENDING AND ENDING AN EMAIL	JOB TITLE AND DEPARTMENT	FROM THE LATIN LANGUAGE	FOR TECHNOLOGY	FOR GENERAL COMMUNICATION IN MESSAGES
<u>BCC</u> _____ _____ _____	_____ _____	<u>i.e.</u> _____ _____	_____ _____	<u>RE:</u> _____ _____ _____

- 5** Match the abbreviations from Exercise 4 to the meanings.

- |   |  |
|---|--|
| _____ carbon copy                         | _____ blind carbon copy                  |
| _____ global positioning system           | _____ best wishes                        |
| _____ Personal Assistant                  | _____ as soon as possible                |
| _____ estimated time of arrival           | _____ for your information               |
| _____ <i>id est</i> (that is)             | _____ regarding; on the subject of       |
| _____ <i>exempli gratia</i> (for example) | _____ personal identification number     |
| _____ Human Resources                     | _____ <i>nota bene</i> (Please note ...) |
| _____ all the best                        |  |

- 6** Why does Sergi send the message to the Chief Executive Officer with BCC and not CC? Do you ever send messages BCC?

- 7** We often use abbreviations for job titles and names of departments. Can you work out the meaning of these abbreviations?

CEO MD CFO PR IT R&D

- 8** Work in pairs. Choose one of these situations:

- There is an urgent problem with a current project at work. Ask for an update.
- Someone important is visiting the company tomorrow. Tell all the managers.
- You have a problem with your job. Ask for help.

Write a short message to your partner. Then swap your messages. Write a reply. Try to use abbreviations.

I CAN	
write short messages to colleagues	<input type="checkbox"/>
use less formal language	<input type="checkbox"/>
use abbreviations	<input type="checkbox"/>