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REPUBLIQUE ALGERIENNE DEMOCRATIQUE ET POPULAIRE
وزارة التكوين والتعليم المهنيين
Ministère de la Formation et de l'Enseignement Professionnels

Centre National de l'Enseignement Professionnel à Distance (CNEPD)

المركز الوطني للتعليم المهني عن بعد (م.و.ت.م.ب)

COURS D'ANGLAIS

SERIE N° 04

PLAN DE LA LEÇON

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2- a- Presentation of new language
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II- RECEIVING VISITORS

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c- Practice

III- BOOKING A HOTEL ROOM

1 - a- Introduction
b- Presentation of new language
c- Practice

- **Exercices**

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I- DISSATISFIED CUSTOMERS :

a- Complaining :

Now, Hilary Beacham works as a personal assistant /secretary at compact systems and often has to deal with the problems of it dissatisfied customers and clients.

Exercice 1 :

Read the conversation between Hilary Beacham and Paul Crown.

HB : Hilary Beacham Good morning

PC : Could I speak to Alice Everett : please ?

HB : Who's calling, please ,?

PC : My name is Paul Crown ?

HB : Well M Crown I'm afraid M$^{rs.}$ Everett is away on business until Next week perhaps I can help

PC : Well, you can certainly make a note of my complaints

HB : Could' you explain the problem ?

PC : Some time ago Mrs. Everett suggested a linkup between our tow Companies. At that stage I said I would like to see your product Range

HB : Yes

PC : We arranged for one of you reps to visit me last week, but he did not turn up I was naturally very annoyed

HB : Yes, Understand I'm very sorry to hear that I'm sure there's a very simple reason for the misunderstanding.

PC : Unfortunately, Mrs. ……?

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HB : Beacham

PC : There is more to come when rep had not shown up by 4.30 I telephoned your office to find out what had happened.

HB : Yes

PC : And the secretary I spoke to was extremely rude to me again I was naturally very annoyed

HB : I understand Did you get her name ?

PC : Unfortunately not

HB : I do apologies, and I will try to find out who you spoke to and take appropriate action.

PC : Anyway, the reason I phoned her was to ask her to tell rep to contact me and explain why he hadn't shown up, All I wanted was an! explanation. Now that was over week ago an I've heard wanted was an nothing.

HB : Well, Mrs. Crown, I'm extremely sorry to hear bout your Complaints I can

Assure you that I will look into all of them immediately, and will get back to you a soon as I have found an exactly what has happened in the meantime, please accept my apologies.

PC : In that case, I will expect a cal either from you or from the rep

HB : Indeed

PC : Good bye

HB : Good bye

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Exercise 1

To : ……..

From:……..

While you were away

Name : paul crown : campany:

……..

Visited : phaned :

Returned you call : would like a call :

Message

Complaints :

1-…….
2- …….
3-……..

b- Complaining:

Somme time later Mr. Crown has another complaint about compact However on this occasion he decides to put in writing.

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Read Mr. Crown's letter, then list the complaints on the form below.

Semantix
192 School Iane
Solihull Birmingham

Mrs A Everett
Compact Systems
96 Rosewall drive
Southtown
S 03 4 BT
13 Th july, 1999

Dear Mrs Everett

Further to our telephone conversation, I would like to point sever at thing on to you.

Firstly, although we can accept that production difficulties at your factory have led to slight delays, we still have not received delivery of the goods due two months ago.

Secondly, your letter explaining that the consignment would be delayed arrived too late to be of any use to us.

Lastly, and most importantly , not all the units from our march order were delivered, out of 60, we only received 58.

I would be grateful if you phone me to give me some explanation of this

Yours sincerely
P .Grow
Purchasing manager

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Exercise 2:

Complaints :

1-.....

2-.....

3-.....

a- Presentation of new language:

In the conversation Hilary Beachm apologized to Paul Crown. Here is some of the language she used.

Routine apologies :

- I'm afraid Mrs. Everett is away on business until next week

Stronger apologies :

- I'm very /extremely sorry to hear that
- I do apologise
- I'm extremely sorry to hear about your complaints
- Pelasse accepte my apologies

To apologies in writing we use similar expressions:

- We were (very/extremely/most) sorry to hear about the problem
- We regret that this problem has happened
- We apologies for the problem that has arisen

b- Practice :

On the left there are a number of statements (spoken or written) : on the right are apologies Match each statement with its appropriate apology . the first one has been done for you.

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Exercise 3 :

1- My Name Is Crabtree	a- I do apologies on his behalf
2- He was extremely rude	b- please accept my apologies
3- Four items were damaged	c- Sorry, could you repeat that please?
4- The délivre was latte	d- I'm afraid she's not available at the moment
5- Your rep did not call	e- I do apologies for his behavior
6- Mrs Blythe, pelasse	f- I'm extremely sorry for the error made by our accounts department.
7- We were surprised to receive an invoice as the goods have been returned	g- we are sorry about the damaged items
8- Your cheque has been returned to us by our band	h- we regret the delay, but it is due to circumstances beyoud control

1- (c)
2-
3-
4-
5-
6-
7-
8-

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Exercise 4 :

You are Hilary Beacham. When Paul Crown's letter of complaint arrived on your desk you decided to take immediate action in Alice Everett's absence. Below are your notes on Crown's complaints, your findings and your propose action.

Complaint	Compact's finding	Agreed action
Late delivery or many order	Dispatched last week	Offer discount (30 %?)
Late arrival of letter of explanation	Postal strike	
Tow missing items from march order	Wareh ouse man careless sent 58- not 60	Send tow today

Now write a letter of apology to Mr. Croun based on your notes above.

Compact Systems
96 Resewall Drive, South town, S03 4 BT

Mr P Crow,
Semantix
192 School lane
Solihull
Birmingham
17 th July, 19.....

Dear Mr. Crown

Further to your letter of complaint, I should like to apologies for the unfortunate events and tell you about my findings and proposed action As Mrs. Everett is abroad I investigated complaints.

Firstly, we are.....

I can assure you that .....and will reach you very soon. Be cause of the inconvenance…….....discount.

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Secondly,.....

.....arrived late. This was

unfortunately.....

Lastly, I.....

Missing, Unfortunately .....60 The tow remaining items.....today

I should like to assure you that this will not happen again.

.....

H.Beacham

Personal assistant to Alice Everett

Pronunciation/ vocabulary :

Complaint : [kəm'pleint] = statement of dissatisfaction

Product range : [prodΛkt reindz] = different products produced by a company

Rep = [rep] = abbreviation for representative

To turn up = [tə:nrp] = to arrive

Misunderstanding ['mis'Λndə'stædinɳ] = failure to understand rightly

To show up = [ʃɔourp] to arrive

To find out = [find out] learn by inquiry

Rude = [ruid] = impolite

Unfortunately = [Λn'fɔtunəly] = unluckily

Apologies = [a'pɔləpriət] = say one is sorry

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Appropriate = [a'proupriat] = suitable

Meantime = ['mintaim] = suitable

To get back = [get bæk] to call back

To investigate = [investigeil] = make a careful stydy

Delivery = [delivri] act of taking something to somebody

To despatch = [dispætʃ] = to send off to a destination

Inconvenience = ['inkan'vi:niəns] = trouble

Delayed = [di'leid] = late

Strike = [straik] = trime when no work is done because of disagreement

Order = [oidə] = request to supply goods

b- <u>Abbreviations</u> :

The following general business abbreviations may be used or found in written communications including letters telexes, memos, notes and reports.

Approx	Approximate /about
Asst	Assistant
Avg	Average
Bkg	Banking
Bldg	Building
C.c	Carbon copy
Cf.	Compare with, compare
Cont.	Continued
Contd	Continued
Dlb	Double
Encl	Enclosed
E.g	For exemple
Esp	Especially
Est	Established

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Etc	Etcetera/and soon
Exel	Excluding
Ext	Extension
G.M	General manager
H.Q	Head manager
I.e	Inother words/that is to say
Incl	Including
Intl	International
Max	Maximum
Mfg	Manufacturing
Mfr	Manugacurer
Mgr	manager
Min	Minimum
Misc	Miscellaneous
Mtg	Meeting
N.B	Take special note of
P.a.	Pet year
P.c	Pages
P.p	Postscript
P.s	Received
Reed	Please reply
R.S.V.P	Secretary
Sec	Secretary
Sgl	Single
Std	Standard
Yr	Year
yrs	Yours

II- RECEINVING VISITORS :

Offering, accepting and declining hospitality

a- Introduction :

An important visitor has come to the office for an appointment with Alice. Everett the marketing Manager He is early: so Alice Hilary to look after him until she's ready sally one of the secretaries il also in the office

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J.B : Good morning

H.B : Good morning

J.B : My name John Brown I have an appointment with Alice Everett At 11 o'clock

H.B : Yes, Mr. Brown Mrs. Everett is expecting you She'll be with you in a few minutes

J.B : Fine

H.B : Can I take your coat ?

J.B : Yes please Here you are

H.B: Would you like to take a seat while you're waiting ?

J.B : No thanks I've been sitting for the last three hours and I'd like to Stretch my legs.

H.B : Can I get your something to drink coffee tea or a cold drink ?
J.B : Yes, that would be very nice could I have a cup of coffee, please ?
H.B : Yes certainly, Mr. Brown How do you take it ?

J.B : White with one sugar

H.B : Fine sally could you get Mr. brown a cup of coffee please white with one sugar

S: Yes, certainly

J.B : While I'm waiting perhaps we could sort a couple of things out

H.B : Yes

J.B : This morning before I left office I tired to make a reservation at this hotel …….the Grosvenor……..but I couldn't get through I think I'd better call them to make a reservation for tonight

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H.B : Would you like me to call them for you ?

J.B : Yes, that's very kind of you

H.B : Shall I call a taxi to take you round there after your meeting with Mrs. Everett?

J.B : Is the hotel for ?

H.B : About fifteen minutes walk from here

J.B: Thank you, but it's not necessary I can easily walk

S : Here's your coffee Mr. Brown

J.B : Thanks

S : would you like a biscuit

J.B: thank you, but no

H.B : how long are you going to stay in Southdown Mr Brown ?

J.B: I'll be here until tomorrow afternoon

H.B: Well, if there's anything else I can do for you just ask me

J.B: That's very kind of you thank you

H.B : Yes …. Yes Mr. Brown is here to see you ……ok Mr. Brown Mrs. Everett is ready now Please come this way.

J.B : Right Thank you

b- <u>Presentation of new language</u> :

In the conversation above Hilary and Sally offered to do things and Mr. Brown accepted or declined. Now look at. the langage used :

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Offers :

- Can I take your coat?
- Shall I call a taxi?
- Would you like to take a seat?
- Would you like me to call them for you?
- Can I get something to drink?

Accepting:

Yes please.
Yes, that's very kind of you.
Yes that would be very nice.

Declining:

No thanks/no thank you
Thank you, but it's not necessary
Thank you, but no

c- Practice:

Exercise 5 :

Offer the following to a visitor. The first one has been done for you.

1- Drink something :

Would you like to drink something?

2- Take his coat …….take your coat?

3- Reserve a table for him……..reserve a table for you ?

4- Take an earlier flight……take an earlier flight ?

5- Do anything else for him ……do anything else for you ?

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Exercise 6 :

Now complete the following sentences with appropriate words to accept or decline the offer.

1- Cant I get you a drink?
…….please

2- Would you like a newspaper ?
……you

3- Would you like me to book a taxi for you ?
…….but……

4- Would you like to go to the theatre tonight?
Yes,……..nice.

5- Would you like me to collect you from the hotel tomorrow?
……..you, but……..

III- BOOKING A HOTEL ROOM :
(Checking and correcting information)

1- Introduction:

Alice, Everett is abroad on company business, and has sent Hilary Beacham a telex asking her to make arrangements for an important meeting.

Read the telex, then indicate in the table below the five requirements which the hotel must satisfy.

Attn Hilary Beacham

Ref visit to London for Mr. CRAMER Find suitable Hotel for 5,6 and 7 may , phone essential + Near + Lancaster Road Must have meeting room + restaurant Arrange and conf with me.

RGDS

ALICE EVERETT

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Exercise 7 :

Requirements
1- room available 5 the, 6 the and 7 the may 2- 3- 4- 5-

b- Presentation of new language:

Hilary phones a hotel in order to ask about its facilities and availably, here is the conversation.

L : Lancaster Hotel

H.B : Hello, my name is Hilary Beacham from Compact Systems I'd like some information please.

L : Yes, certainly
H.B : Can you tell me if you have any single rooms available on the 5 th, 6 the and 7 th may?

L : Yes, we still have rooms for those dates

H.B : And does every room have telephone ?

L : oh, yes.

H.B: Are you near Lancaster Road?

L : Well we're actually in Lancaster Road Number 16

H.B : 60 Lancaster Road

L : Excuse me Not "60" – 16

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H.B : 16 thank you and the next question is : do you have any meeting rooms?

L : Can you repeat that please ?

H.B : Meeting rooms. Do you have any?

L : We do I'll just check that we have one available for those dates yes, we do

H.B : Good

L : Is there anything else ?

H.B: Oh yes is there a restaurant in the hotel?

L : Did you say "restaurant" ?

H.B : That's right
L : We do have our own restaurant facilities yes

H.B : Thank you that's all to know good bye

L : Goodbye

Checking information

There are several ways to check that you have heard or understood information correctly.

a- Saying that you didn't hear correctly :

- Sorry, I didn't quite catch those dates.

b- Asking for repetition :

- Could you repeat that, please?

c- Asking for spelling :

- Can you appell that, please?

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d- Repeating the information :

- Did You Say "restaurant" ?

e- Repeating the first part of the information :

Lancaster Hotel: the 5 th……

Hilary Beacham : the 5 th, 6 th and 7 th.

Correcting information :

- Excuse me Not "60" sixteen
- That's not quitte right
- I'm afraid you've made a mistake

c- Practice :

Exercise 8 :

Here are four statements which are wrong. After each statement the correct information is given in brackets. Correct each wrong statement starting your answer with the word (5) given. The first one has been done for you.

1- The telephone number is 01-650 2703 (01 – 650 2037)

That's not quite right the number is 01 – 650 20 37

2- The flight leaves at 9,55 (9.58)

I'm afraid ……..the flight ……

3- There are going to be fifty people at the meeting (15)
Excuse ……..not……

4- Mr. little lives at 206 north parade (south parade)
I'm afraid……..…Mr. little ……parade

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Key to the exercises :

Exercise 1 p 3 :

To : alice Everett

From : hilary beacham

While you were away

Name : paul Crown Company : Semantix

Visited: phoned

Returned your call would like a call

Message

Complaints:

1- Rep did not visit as arranged
2- Secretary was extremely rude
3- Rep did not phone to explain why he did not visit

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Exercise 2 p . 5 :

Complaints :

1- No delivery of good due two months ago

2- Too late arrival of letter of explanation

3- Two items missing from march order

Exercice 3 p .6 :

1. (c)
2. (e)
3. (g)
4. (h)
5. (a)
6. (d)
7. (f)
8. (b)

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Exercise 4 p. 6 :

Compact systems

96 rose wall drive, southtown , S03 4 BT

Mr. P. Crown

Semantix
192 school lane
Solihull
Birmangham
17 Th July, 19……

Dear Mr Crown

Further to your letter of complaint, I should like to apologise for the unfortunate events and tell about my findings and proposed action. As Mrs. Everett is abroad I investigated your complaints.

Firstly, we are extremely sorry for the late delivery of your may order, I ca, assure you that it was dispatched last week and will reach you very soon. Because of the in convenience we are happy to offer you a 30% discount.

Secondly, I apologise that our letter exclaiming that the delivery would be delayed arrived late. This was unfortunately due to the postal strike.

Lastly, I regret that two of the items from your march order were missing unfortunately our warehouseman was careless and 58 instead of 60 . the two remaining Items be sent to day.

I should like to assure you that this will not happen again sincerely.

H.beachame

Personal assistant to Alice Everett

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Exercise 5 :

2- Shall/can I take your coat?
3- Would you like me to reserve a table for you?
4- Would you like to take earlier flight?
5- Can I do anything else for you?

Exercise 6. P 15:

1- Can I get you a during?

Yes please.

2- Would you like a newspaper?
No, thank you

3- Would you like me to look a taxi for you?
Thank you, but no

4- Would you like to go to the theatre tonight?
Yes, that would be very nice

5- Would your like me to collect you from the hotel tomorrow ?
Thank you, but it's not necessary.

Exercise 7 p. 19 :

Requirements
1- Room available on 5 th und 7 th may **2-** Telephone **3-** Near Lancaster road **4-** Meeting room **5-** Restaurant

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Exercise 8 p. 19 :

1- The téléphone number Is (01-650-2037)
That's not quite right. The number is (01-650-2037)

2- The flight leaves at 9,55 (9,58)
I'm afraid you've made a mistake The flight leaves at (9,58)

3- There are going to be fifty people at the meeting (15)
Excuse me not fifty - fifteen

4- Mr. little lives or 206 north parade (south parade)
I'm afraid you have made a mistake Mr. Littre lives at 206 South parade

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