

* what expressions you can use in these situations ??

1] welcoming a visitor to PTUK

* Welcome to PTUK * It's pleasure to see you.

2] Introduce yourself for the first time

* Hello, I'm Wesam, nice to meet you.

3] Leaving the meeting

* Goodbye, it's pleasure to have met you.

4] Invite someone for lunch

* Would you like to join us for lunch?

5] You come late to the meeting.

* I'm sorry for coming late

6] You miss an important meeting

* I'm sorry, I didn't mean to miss the meeting

1]

عندما اكون اعمل اشعر بفرح وابتهاج

1 * If the work is interesting and gives you positive feeling, you can express this by saying:

- 1. It's a satisfying job → الشعور بالاكتمال هذه الكلمات
- 2. It's stimulating job → محفزة تعبر عن الشعور بالبهجة
- 3. It's exciting job → ممتعة

إذا كان العمل ليس يعبر عنه بذلك

2 * If the work isn't interesting and gives you negative feeling you can express this by saying:

- 1. It's a dull job
- 2. It's boring job
- 3. It's uninteresting job

If the work is difficult, you can express this by saying:

إذا كان العمل صعباً يتم التعبير عنه بهذه الطريقة ↓

- 1. It's a hard job → صعبة
- 2. It's a demanding job → متطلب
- 3. It's a challenging job → متطلب
- 3. It's a frustrating job → متطلب

امثلة الفرائض

In work, I try to be في العمل انا اكون

- 1. pleasant مسرور
- 2. Sincere صريح
- 3. efficient ذو كفاءة
- 4. confident متباليثي
- 5. quite هادئ

Confident

In work, I try not to be في العمل انا لا اكون

- 1. shy خجول
- 2. aggressive عدواني
- 3. unfriendly غير محبوب
- 4. Impolite غير مؤدب

بعب

3

- 5. ~~unhappy~~ angry

2

في الامتحان اللغات تبحث عن اشخاص يتقدمون في الصفات الآتية

In job advertisement companies looks for people who are
The right person for the right job should have the following
for tures

1. Self-starters
2. Systematic and organized
3. Motivated تحفيز
4. Team player العمل ضمن فريق وتحمل ضغط العمل
5. Talented كفاءة
6. Computer skilled مهارات الكمبيوتر
7. ability to work under pressure تحمل ضغط العمل

3

* Translate into Arabic

1. Translate ترجم
2. mail - post بريد
3. mail man / post man ساعي البريد
4. printed matter مطبوعات
5. Stationery قرطاسية Stationery تفت
6. Carbon copy نسخة كربونية
7. photo copy نسخة مصورة
8. return mail البريد العائد (returned mail)
9. employment توظيف
10. fire / dismiss يطرد
11. Take on يوظف
12. Salary راتب
13. retirement تقاعد

3

Abbreviations الاختصارات

1. ad/advert → Advertisment اعلان
2. Rd → Road طريق
3. St → Street شارع
4. No → Number رقم
5. C/o → Care of يتم به
6. Attn → Attention اتجاه ~~الخط~~
7. poB → Post office box صندوق البريد
8. Co → Company/Counter شركة - رولة
9. PLC → public Limited company شركة ذات مسؤولية محدودة
10. p.s → Post script ملاحظة
11. enc → enclosed المرفقات
12. cc → Carbon copy نسخة كربونية
13. Inst → Instant month الشهر الحالي
14. ult → Last month الشهر الأخير
15. → memo → [Memorandum]

Country	nationality
Australia	Australian
Canada	Canadian
Jordan	Jordanian
Palēstine	Palestinian
India	Indian
Saudi Arabia	Saudi Arabian
Sweden	Swedish
France	French
✓ England	English
Holland	Dutch
✓ Norway	Norwegian
New Zealand	New Zealander
Pakistan	Pakistani
Japan	Japanese
China	Chinese
✓ Lebanon	Lebanese
✗ Egypt	Egyptian
Turkey	Turkish
Scotland	Scot
USA	American
✓ Wales	Welsh ✗
✗ Israel	Israeli ✗
Algeria	Algerian

Kuwait

Iraq

Kuwait!

Iraq!

5

punctuation marks علامات الترقيم

- 1 Comma ,
- 2 slash /
- 3 Full stop / period .
- 4 Colon :
- 5 semi colon ;
- 6 Question mark ?
- 7 Exclamation mark !
- 8 Quotation mark " "
- 9 Dash -
- 10 Apostrophe ' → I'm
- 11 brackets ()



Our Ref.:

الرقم:

Date:

التاريخ:

Match the following terms with their meaning

- * Ethics : Moral betrefes about is right or wrong.
- * Finance : Money provided for a particular purpose.
- * Economics : The study of how money works and is used
- * Inflation : is the rising of prices
- * Unemployment : is the number of people without a job.
- * out of work → Jobless people
- * Project → a carefully planned piece of work to produce something new.
- * Report → An account presented usually in details
- * Summary → a brief account giving the main points of something / giving the gist
- * memo → a letter sent to someone in the same firm
- * job → The regular work that a person does to earn money
- * Email → the system of sending messages by electronic means.

7

* There are two types of relationships :-

- 1] Formal
- 2] Informal

* Mention the means of communication inside a company or firm

- | | | |
|------------|----------|----------|
| 1] Letters | 3] telex | 5] memo |
| 2] Email | 4] Fax | 6] phone |

* What are the different features of memo ??

- 1] internal
- 2] brief
- 3] formal / informal

* Golden Rules for writing Letters and memos ??

- 1] Be clear
- 2] Be complete
- 3] Be concise
- 4] Be correct

8

* job → The regular work a person does to earn money

* What does the job consist of??

[1] Task

[2] Duties

[3] Responsibilities

* Email → The system of sending messages by electronic means.

* Layout of an email عناصير / مكونات البريد الإلكتروني

[1] To

[2] Subject

[3] message

[4] send

* What are the Features of email ??

* [1] Free (مجاني)

[2] Fast (سريع)

[3] brief (مختصر)

[4]

* Types of job/work

أنواع الوظائف

1. A full time job
2. A part time job
3. A permanent job
4. A Temporary job

8-4

مستمر في العمل

وقت محدود من وقت العمل

تتمتع بكامل سنة فقط مؤقتة

* Kind of business

1. free business
2. personal business
3. Team business

group

* mention word combinations with (job)

كلمات مرادفة لـ job

1. job opportunities
2. job Interview
3. Top job (very important job)
4. vary important job
4. out of job (with out a job)

وظائف

مقابلات العمل

بلا عمل

5. Take a job (accept the job) يقبل في الوظيفة

6. find a job (get a job (get a job after looking for it)) ويجد وظيفة

* what would you say in these situations.

[1] calling someone

- * Hello, that's Rana
- * Goodmorning, that's Ahmad

[2] calling to speak to someone.

- * Hello, can I speak to Maha.

[3] * Asking the caller to wait.

- * Hold on a moment, please.

[4] calling the wrong number.

- * I'm sorry, I've called the wrong number

[5] Request the price of something

- * Request the price of book / mobile / dress / pen

الرجاء

→ I would like to know the price of the
book / mobile
dress / pen

[6] Reply For the request

- * sure
- * yes
- * certainly

الحسين

* Translate

- 1] call back ring back → إعادة الإتصال
- 2] cut off → يقطع الإتصال
- 3] hold on → ينتظر
- 4] hang up → يعلق الإتصال
- 5] put on → يضع سماعة الهاتف
- 6] pick up → يرفع سماعة الهاتف
- 7] put through → يجري الإتصال
- 8] text → يرسل رسالة نصية
- 9] top up → تكملة رصيد

* Parts of phone message

To → Mr Rami

Date 20/11/2023

Message → To attend an English conference in 2/2/2024 with all you staff

Message taken by → Rana M.H


12

Handwritten signature

5. I'm sorry about ... for a moment. I've been trying to ...
6. Mr Green never seems to be in his office. I'll just find out for you ... him all morning.
7. Could you ... for a moment, I'll just find out for you ... him
8. Is Graham there? If so, could you ... him
9. If the telephonist says 'Thank you so much for calling' and plays electronic music again, I'll ...
10. You'll never get New York at this time of day. If I were you, I'd ...
11. If an American telephonist asks 'Are you through?', she wants to call ...

3.4 Can I take a message?

If you answer the phone and have to take a message, what information should you note down?

A  You'll hear three recorded phone calls. Listen to the calls and note down the message that is given. The first is done for you as an example:

To: Mr Février Date: 4 Sept

MESSAGE:

Mr Peter Schulz called from Vienna.
Please call him today before 4pm or at
time tomorrow on 01 456 9924 re
arrangements for congress in July
 message taken by: J.B.K.

Compare the way you have written down the messages with the way your partner has.

B Work in small groups. Imagine that you work for an international firm and that you need to appoint a new telephonist/receptionist as your present one is leaving soon.

- What qualities are you looking for in such a person?
- What skills should such a person possess?
- What kind of training does such a person require?

C Draft a short advertisement for the position of telephonist/receptionist.

Present tenses

PRESENT SIMPLE refers to ...
 ... happenings or habits ...
 ... always file documents he ...
 ... lives in London but spend ...
 ... your company deal wi ...

... adverbs are typically u ...
 ... generally ...
 ... normally ...
 ... a week every year ...
 ... in a while from tim ...
 ... om

THE PRESENT PROGRESSIVE
 ... 'ing situations':
 ... while she's looking for a ...
 ... the market outlook for M ...
 ... anyone taking Mr Ros ...

... typical adverbs:
 ... the moment now ...
 ... today presently (US ...

Some verbs (known as ...
 ... present progressive:
 ... realize that their prod ...
 ... believe he still owes u ...
 ... Do you remember how ...
 ... each package that we ...
 ... Our rate of discount a ...

... typical verbs:
 ... like believe b ...
 ... remember realize ...
 ... weigh cost c ...

... Fill the gaps with ...
 ... suitable adverb too. F ...

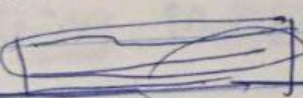
... analyze block ...
 ... require sound ...

... Her secretary 9 ...
 ... We ...
 ... He ...
 ... The switchboard ...

13

* parts of memo :-

- 1] To
- 2] From
- 3] Date
- 4] body

To:	Ahmad Staff, Northern Branch
From:	K.P.T.K.
Date:	6/6/2024
body	

* Rules for talking on the phone ?? قواعد الحديث على الهاتف

- 1] speak clearly
- 2] ~~confirm~~ confirm what you have or have not understand
- 3] Sound polite
- 4] Sound agreeable
- 5] Be brief
- 6] Sound efficient.

2.9 Writing memos

A memo (a letter sent to someone in the same firm) can be a brief note for the files or a reminder to someone. A longer memo to an English-speaking member of staff may need almost as much care as a letter to a client.

A Work in pairs. Design your own internal English-language memo pad. What size will it be? What information will it call for:

Name of sender, name of recipient(s), date, subject, 'copies to', 'space for reply', 'reply to...', 'reply by...' etc?

- B**
1. Look at the memo below and decide how it can be improved.
 2. Rewrite it in your own words.
 3. When you've done this, compare your rewritten memo with the model in File 97.

MEMORANDUM

① To: All members of staff, Northern Branch.
② From: K.L.J.
③ Date: 5 December 19—

④ body →
As you know, one of the reasons for the introduction of PCs in Northern Branch was to provide us with feedback before we decide whether to install PCs in other departments. The Board has asked me to submit a report on your experiences by the end of this week. I talked to some of you informally about this last month. During my brief visit I noticed a junior member of staff playing some kind of computer game in the lunch hour, and a senior manager told me that he used his for writing letters — a job for a secretary, surely? So that I can compile a full report, I would like everyone to let me know what they personally use the PC for, what software they use and how long per day they spend actually using it. It would also be useful to find out how their use has not come up to expectations, and any unanticipated uses they have found for their PC, so that others can benefit from your experience.

⑤

Writing telex

The average typed business letter is much cheaper, and of course, is returned by return. Business letters are normally shorter than telexes, but it can be hard to understand a telex better than spending time understanding it.

Work in pairs. Imagine that you are in Vancouver, Canada, for a meeting at the Harbour Hotel. You have just received the following information. You have just received the following information. You have just received the following information.

++
574935 FRANCOJ
MARHOT VAN

TO: FRED MEIER
FROM: JACQUELINE

YES, WE DO HAVE A SPECIAL RATE FOR A ROOM IN THE EXECUTIVE LOUNGE AT THE AIRPORT. STANDARD NON-EXECUTIVE WITH OCEAN VIEW. YES, YOU MAY GUARANTEE A CLUB CARD. PLEASE GUESTS. PLEASE CHECK AND EXPIRY DATE FOR LATE ARRIVAL PICK-UP BY LIMO. PLEASE CHECKING OUT. PLEASE SEND TELEGRAMS. THANK YOU FOR YOUR INTEREST. JACQUELINE LARSEN

++
Draft a telex in French. It should require.

Look at File 108.

1. Special abbreviations and money. Unless you understand exactly.

1. The kind of language used in a telex (mail (email) — message).

* Translate

- 1] Wrong number → الرقم الخطأ
- 2] busy → مشغول
- 3] Area code → رمز المنطقة
- 4] person to person call → مكالمة شخص لشخص
- 5] unobtainable → غير المتاح

* Rules for writing in business

- 1] Be accurate
- 2] Be to the point
- 3] Be Brief
- 4] Be clear

* parts of Formal Letter

- 1] Heading
- 2] inside address (recipient address)
- 3] Date
- 4] ~~the~~ salutation
- 5] Subject
- 6] body of letter
- 7] Complementary close [closing]
- 8] signature
- 9] 16

Heading
BROADWAY Autos

XXX XXXXXXXX XXXX, 62008 XXXXXXXX, XXXXXXXX

TELEX 889765

TELEPHONE 0473 88999 (8 lines)

inside address

Jacques Roget
Rex et Cie
34 rue du Professeur Nicolas
35009 Clermont Ferrand
France

Date

3 November

[Salutation]

Dear Jacques,

[subject]

Lightweight Polymeric batteries

body of letter

I'm writing to you because we've been having a bit of trouble with one of our suppliers who makes the lightweight batteries we use to power our vehicles. I'm pretty sure you don't have a distributor of your products in this country, which is why I'm writing to you direct to see if you can help us out. I did call, but you weren't available.

I'm sending some copies of our technical brochures so you can see what we need. Here's the specification:

Polymeric Batteries

Maximum Size: Height: 200mm Depth: 200mm Width: 300mm

Maximum Weight: 5 kg

Output: 1000 watts @ 12 volts

Rechargeable life at full power: 8 hours

Labels: Each unit should bear a label giving:

The output of the battery, its month and year of manufacture, your own company's name and country, a product code number and a unique unit number

Quantity: 4,800 units

Delivery: by 15 January 19—

I'd appreciate it if you could quote us your best CIF price giving a full specification of your product and shipping charges. Of course our technical department would need to have some samples of the batteries to test in our laboratories before we could place a firm order.

We usually deal with new suppliers on the basis of payment in our currency by confirmed irrevocable Letter of Credit.

Assuming the laboratory tests go well, and you can quote a competitive price, we'd certainly be able to place more substantial orders on a regular basis.

I'll be out of the office for a couple of weeks from tomorrow. In the meantime, do get in touch with one of my assistants if you need any more information.

Looking forward to hearing from you.
Give my regards to Jeanne and the kids.

Best,

Fred

Fred A. North, Buying Manager

(closing)

signature

17

Better letters

Work in small groups. Look at the two letters on this and the next page. Which would you prefer to have received yourself? What are the differences in style between the two letters?

SUNSHINE FLAVOURS LTD.

44 Emerald Drive, Shannon Technology Park,
Cork CO6 9TS, Republic of Ireland.

inside address
Mme Susanne Dufrais,
Les Gourmets du Poitou S.A.,
33 rue Mirabeau,
44000 Poitiers,
France

Date
18 January 19--

(salutation)
Dear Madam,

As requested, we enclose for your attention our 19-- price list and catalogue. I should like to draw your attention to the fact that all our products are made from completely natural ingredients and that we do not utilize any artificial additives.

There are 213 different items in the catalogue and our prices are reasonable and our quality is good. This is the first time that we have included Scratch 'n' Sniff samples of our ten most popular aromas.

Should you require further information, please do not hesitate to contact us. If the undersigned is unavailable, the Sales Manager's personal assistant will be delighted to assist you.

We look forward to receiving your esteemed order in due course.

Yours faithfully,
P.P. Sunshine Flavours Ltd

J. G. O'Reilly
J.G. O'Reilly
Sales manager

Signature

body

closing

18

Sunshine Flavours Ltd

Mme Susanne Dufrais
Les Gourmets du Poitou S.A.
33 rue Mirabeau
44000 Poitiers
France

44 Emerald Drive, Shannon Technology Park,
Cork CO6 9TS, Republic of Ireland

18 January 19--

Dear Madame Dufrais,

You asked us to send you our price list and catalogue for the 19-- season. I am sure you will find plenty to interest you in it. You will notice that all our products are made from 100% natural ingredients - we do not use any artificial additives.

Agreement (اتفاق) (اتفاق) ^{اتفاق} ^{اتفاق}

- 1] That's exactly what I think
- 2] That's just what I was thinking
- 3] This is a good point, I agree with you
- 4] Yes, I am all in favour of that
- 5] Well, my opinion for what's worth

* Disagreement (عدم الاتفاق) (اتفاق) ^{اتفاق} ^{اتفاق}

- 1] I couldn't agree more
- 2] I can see what you mean but ---
- 3] I don't think so
- 4] I don't think it is a good idea
- 5] Maybe, but don't you think ---?
- 6] That's true, but on the other hand

~~What are~~

Translate

- 1 Manager → مدير
- 2 Marketing Dept → دائرة قسم التسويق
- 3 Production Dept → الإنتاج
- 4 Sales Department → المبيعات
- 5 Accounts Dept → المحاسبة
- 6 board of directors → مجلس الإدارة
- 7 reception → الاستقبال
- 8 brand → علامة

- 9 cost → تكلفة
- 10 distribution → توزيع
- 11 launch → إطلاق مشروع جديد
- 12 point of sale → نقطة بيع
- 13 public relations → علاقات عامة
- 14 client → زبون
- 15 cold call → اتصال بـ زبون هو غير متوقع
- 16 discount → خصم

20