

17.1

Complete the sentences with one word. The first letter has been given to help you.

Example:

If something isn't clear, I'll be happy to
...*explain*... it again.

- 1 In today's presentation I would like to
t..... about the product launch.
- 2 Please a..... me questions and I will try
to answer them.
- 3 Please feel free to i..... me at any time.
- 4 That's the end of my presentation, thank you
for l.....
- 5 You can c..... me by e-mail.
- 6 Or you can c..... me on 01904 567352

17.2

Fill the gaps with a word from the box.

speaks read reply discuss
listens ask ~~call~~

Example:

I often*call*..... my customers to check that
everything is OK.

- 1 I try to to e-mails on the same day.
- 2 My manager to everyone in the office
individually.
- 3 I always my staff for ideas.
- 4 My boss always to me when I have an
idea.
- 5 I the company newsletter every week.
- 6 When we have a problem I always it
with my boss.

17.3

Decide which of the alternatives matches the sentences in the table. You can use the alternatives more than once.

Nice to hear from you.	B
1 Best regards	
2 Please go to our website.	
3 Thanks for your e-mail.	
4 I'll call you over the weekend.	

A greeting B polite beginning
C close D information / action point

17.4

Put the following e-mail into the correct order.
The first one has been done for you.

- A I'll check it tomorrow and send it back to you. ☐
- B Dear Jerzy, ☒ 1
- C Looking forward to seeing you at the meeting next week. ☐
- D Thank you very much for your e-mail and the attached document. ☐
- E Best wishes ☐

Test mark /20