

JĘZYK ANGIELSKI W W PRACY PRZY PROJEKTACH MIĘDZYNARODOWYCH – WARSZTATY

Please send the completed test with the registration form by 4 November to: anna.urbanczyk@ikm.gda.pl

Skill Test

Polite Correspondence

1. Complete the gaps with one word each:

*Dear \_\_\_\_\_\_ Johnson,*

 *In reference \_\_\_\_ your email from Oct 21 we were thrilled to \_\_\_\_\_\_\_\_\_\_ received the confirmation of your participation in our event. However, \_\_\_\_\_\_\_\_\_ seem to be certain problems with your ticket reservation which need to be \_\_\_\_\_\_\_\_\_\_ as soon as possible.*

*The booking office has not yet received your preferred \_\_\_\_\_\_\_\_ and times of departure and arrival for the events. As we explained in the invitation \_\_\_\_\_\_\_ two weeks ago, the ticket office cannot \_\_\_\_\_\_\_ without this information and book your flights and the hotel room. \_\_\_\_\_\_\_\_\_ received your details, the booking office will then provide you with electronic versions of booking \_\_\_\_\_\_\_\_ both for the journey and accommodation.*

*We \_\_\_\_\_\_ the issue will be \_\_\_\_\_\_\_\_\_ promptly. Should you have any further \_\_\_\_\_\_\_ or difficulties confirming reservations please do not \_\_\_\_\_\_\_\_ to contact us at this email address.*

*Yours \_\_\_\_\_\_\_\_\_\_\_,*

*Janine Smithson*

2. Write your short reply to Janine thanking her for her help and saying everything is fine now:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Polite Verbal Communication

Replace the sentences with more polite versions:

Why can’t you solve the problem now?! \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I don’t care you can’t do it! \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I want to get it done now. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I can’t do it for you. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You’ve messed it up. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I’ll be absent tomorrow. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I’m very angry with you. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

You should come on time. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do it now! \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I must cancel my participation because I have more important things to do. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your Expectations

Write down three areas of English communication you would like to improve (e.g. writing formal letters, using better vocabulary, putting commas in the right place etc.):

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