

Structure



Modals: Probability

Must, might, could,...

Making arrangements

Useful expressions

Formal vs Informal

Tips and guidelines for emails

Giving opinions

Useful expressions

Enquiries & Request

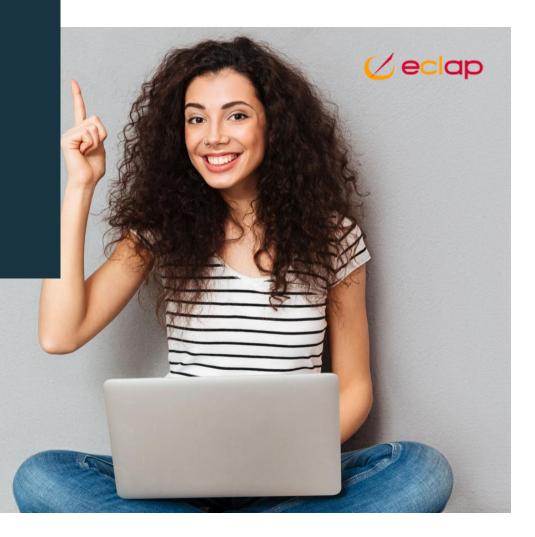
How to make an enquiry and request action via written communication

Advanced Linkers

How to connect sentences

Modal Verbs

- Obligation
- Advice or Suggestion
- Probability
- Ability & Permission







Probable

Must - 90 %

Could - 60%

May / Might - 50%

Improbable

Must not - 10%

Couldn't - 5%

Can't - 1%





Must

Must means that there is a very high probability

These girls look a lot alike and they are dressed the same. They must be twins.

It's a logical conclusion.





May or might express 50% probability.

George isn't at home. He might be at the movies. He may still be at work

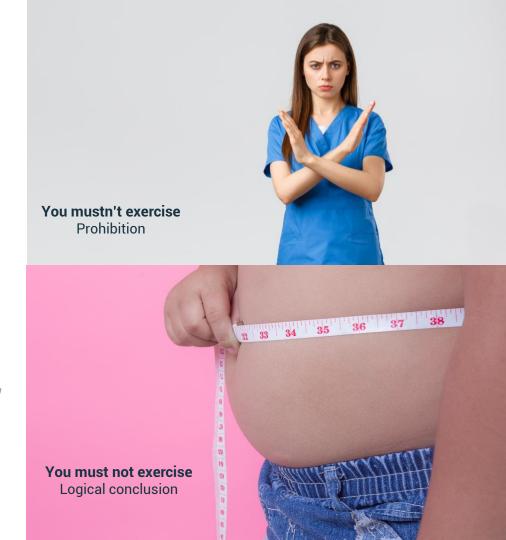
May = might except in reported speech, when we only use 'might'

Be careful with the Spanish translations. No Spanglish please!

Must not

We use must not when there isn't much probability = 10%

Notice the difference between "must not" and "mustn't"





The past = modal verb + have + past participle

I must be crazy. I must have been crazy.

You could have a fever. You could have had a fever.

He may arrive late. He might have arrived late.

Probability

In the past

To be able, can & could



Translations

SIGNIFICADO	PHRASE	
Puede que tengas razón.	You may/might be right.	
Ese hombre debe de ser mayor.	That man must be old.	
No deben de tener mucho dinero.	They must not have a lot of money.	
No puede ser.	It can't be.	
Debéis de estar cansados.	You must be tired.	
El no debe de trabajar mucho.	He must not work very much.	
Puede que haya una toalla.	There might be a towel.	
Puede que ella no lo sepa.	She may/might not know.	

Formal or Informal?



Formal

Follow a specific format

Written in the 1st or 3rd person

Lots of Latin-based words

no contractions, no slang

Informal

Any format

Any point of view

More Germanic vocabulary

Contractions, idioms and slang

Useful expressions



In	formal	Fo	ormal	
1. 2. 3. 4.	What do you need? Thanks for that email. Sorry, I can t make it. I am sorry to tell you that		Please let us know your requirements. Thank you for your email received on 12 March. I am afraid I will not be able to attend. We regret to advise you that	
5. 6.	I promise Could you You haven't		I can assure you that I was wondering if you could We note from our records that you have not	
8. 9.	Don t forget I need to	8.	We would like to remind you that It is necessary for me to	
11.	Shall I? But/Also/So Please could you	11.	Would you like me to? However/In addition/Therefore I would be grateful if you could	
13. 14.	I am sorry for Re See you next week.	13. 14.	Please accept our apologies for With regard to (or With reference to) I look forward to meeting you next week.	

Basic rules



Writing an email

- 1. Keep it short and simple: concise is always better
- 2. Consider the recipient.
- 3. Leave out the humour and emotions
- 4. Proofread read every email you send

Enquiries & Requests



Making an enquiry and requesting information via email

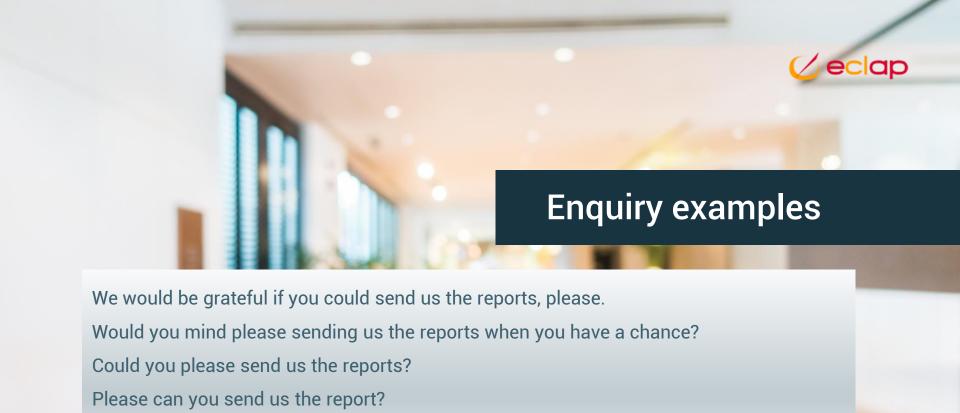


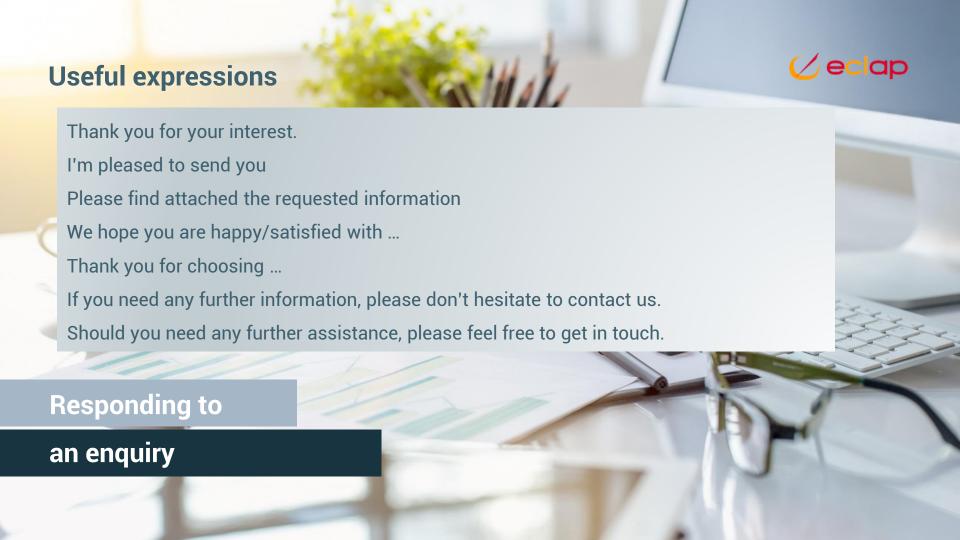




Make an enquiry

- Keep it short and simple
- Be polite, always.
- Avoid imperatives.
- Use 'please'.







Asking people for things in an email

Make it easy to say 'yes'

Always clarify what you need and make if difficult to say 'no'

Subject line

Compose an interesting subject line to hook your audience

Details matter

Show that you're interested and avoid using a template. Include a deadline if possible.





The R.A.P. standard

- R Reference: Introduce what
 you are writing about
- A Action: Tell them what you need (them) to do.
- P Polite close: Thank them and say goodbye.



Email Structure

Formal request

Dear Mr. Bolles,

I am writing to you in advance of our meeting on Monday April 25. (R) When you have a chance, would you mind sending me the latest version of the agenda? (A)

Thank you for your help. I look forward to meeting you soon. (P)

Mathias Verbeken



Email Structure

Making arrangements

Good news! I'm available on the 12th for the sales meeting.

I'll get in touch next week.

I'm on a tight schedule

I have a window on the 13th

The arrangements for the meeting have been finalised.



Making arrangements



I'll check my diary when I get back to the office.

We're behind schedule. Is there any way we could finish next month?

The meeting will be put back until Friday.

I finished early so I can make it to the party tonight. See you there.

I'll leave it in your capable hands.



1. All things considered, it wasn't a bad experience. We laughed a lot.

A fin de cuentas, no fue una mala experiencia. Nos reímos mucho.

2. I totally agree with Lilah. Brian is our best option

Estoy totalmente de acuerdo con Lilah. Brian es nuestra mejor opción.

3. As far as I can see, the translation is correct.

Por lo que veo, la traducción es correcta.

4. I honestly feel that the changes need to be made asap.

De verdad siento que los cambios tienen que hacerse cuanto antes.

5. In my view, the economy is not slowly recovering.

A mí parecer, la economía no se está recuperando de forma lenta.

Email Structure

Expressing opinions



6. Personally, I thought that he was lying. Personalmente, pensaba que mentía.

7. As far as I'm concerned, this plan is a disaster.

En lo que a mí respecta, este plan es un desastre.

8. I have to say that I didn't like the way you spoke to her. Tengo que decir que no me gustó tu forma de hablarle.

- 9. On the one hand he/she's very strict, but on the other, his classes are very good. Por un lado es muy rígido, pero por otro sus clases son muy buenas.
- 10. My initial reaction, it wasn't very good, but I like it more and more. Mi reacción inicial no fue muy bueno, pero cada vez más me gustá.

Email Structure

Expressing opinions



Successfully linking your sentences



Conjunctive Adverbs

Conjunctive adverbs are both adverbs and conjunctions. They are often used in a sentence to link two sentences together.

Your idea was very clever; however, it didn't work.

Positive idea

Negative idea



Conjunctive adverbs

However vs Nevertheless

Both however and nevertheless are used to show that the sentence That follows is surprising or unexpected. But they are different!

George loves living in Spain. **However**, he didn't learn a word of Spanish

Positive idea

Negative idea

Elisabeth hate living in Spain. **Nevertheless**, her Spanish is perfect

Negative idea

Positive idea



Your friend Brian is really nice; however, I don't want to go on holiday with him.

Suzy is very shy; **nevertheless**, her sister is very outgoing

Logan loves Cristina. However, they live 1500km away from each other

I thought that I hated sushi; nevertheless, when I tried it I loved it.

Lilah didn't think her work was appreciated. Nevertheless, she got a promotion

Conjunctive adverbs

Examples



Conjunctive adverbs

However can also be used as an adverb. In that case it means "in whatever manner or way"

However you say it, you will hurt her feelings.

It doesn't matter if you say it nicely, or quickly, or gently.

However much I study, I never seem to remember the phrasal verbs.

No matter how much I study...

