

# Formal Communication

- Socializing//conversation
  - Telephoning
  - Official correspondence
  - Documents and contracts
  - Official meetings,
  - Presentations
  - Negotiating
  - Business media
- 

# Formal Conversation

- 1. Sharing.
- 2. Debriefing. This is the history to be shared since you last saw the interlocutor.
- 3. Clearing. Clearing, unlike debriefing, generally focuses on a single event or a couple, not a list of them. “Is there anything you want to say before we start our session?” “... before we begin our meeting?”
- 4. Discussion and Debate. This is the natural expression of opinions and views when everyone is allowed to equally participate in it
- 5. Teaching.

# Formal Conversation stages

- 1. greeting
- 2. introduction
- 3. exchange.
- 4. summary.
- 5. closing.

# Telephone talk moves

Answering the phone

Introducing yourself

Connecting someone.

When you need to put somebody on hold

When you don't understand the caller

Clarifying what your caller says

Taking a message for someone

Leaving a message for someone

Ending a conversation

Leaving a voice mail

Recording a voice mail message on your machine

Phrases for cell phone calls

# Official meeting

- Greeting/Opening + announcement that the meeting is starting.
- Stating the Purpose: *"We're here today to discuss last quarter's sales figures."*
- Reviewing Past Business
- Introducing the Agenda and Discussion
- Finishing the Meeting

Dear Ms Long

I am writing in connection with the above order for office furniture.

We regret to inform you that we are unable to deliver the Linton filing cabinets on time. This is as a result of problems at our supplier's factory.

With regard to the lamps and desks, we will deliver the goods before 13 March, as agreed.

With apologies,

Yours sincerely

Mr S Basuki

Manager



# Function > Form

## □ Stating the purpose:

*write* (Present Continuous)

## □ The main message of the letter:

Requesting Information, Giving good/bad news, Apologising, Giving reasons

## □ A letter of apology:

**apologising:** *regret + infinitive; apologies* (plural)

stating the problem: *to be unable to*

**giving reasons:** *this is the result*

**informing of future actions:** *will deliver*

## □ Closing: *yoursu*