



Work Area 13 Foreign Languages

3.25 PRODUCE WRITTEN MATERIALS TO DEAL WITH ROUTINE WORK TASKS

- LO89: Demonstrate the necessary skills to use the foreign language in its written form (CEFR level B1) in routine work and social contexts



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Work Area Code:	13
Work area title:	Foreign Languages
Unit Code:	3.25
Unit Title:	PRODUCE WRITTEN MATERIALS TO DEAL WITH ROUTINE WORK TASKS
Learning Outcomes Nos:	89
Learning Outcomes titles:	Demonstrate the necessary skills to use the foreign language in its written form (CEFR level B1) in routine work and social contexts
Recommended Duration:	2 hours
Trainer:	



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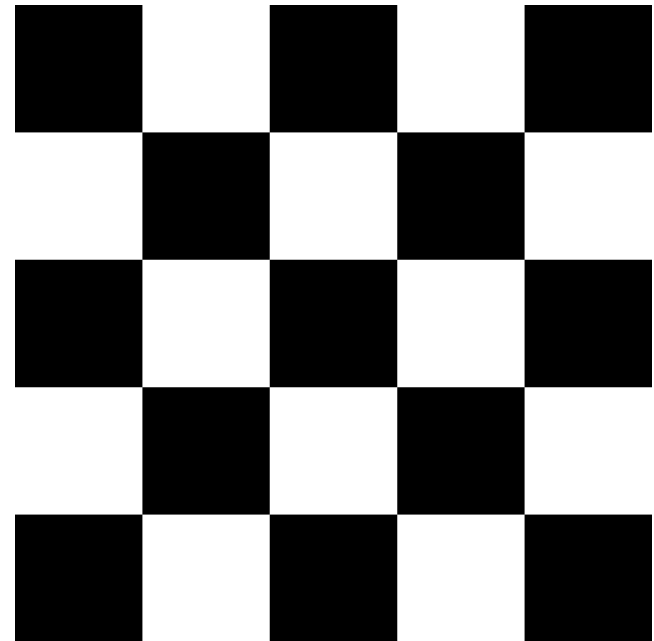


Structure of a written text What is Text Structure

How information in a passage is organized

We have 5 common patterns:

- Chronological
- Cause and Effect
- Compare and Contrast
- Problem and Solution
- Spatial / Descriptive



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Information is organized in order of time.

Chrono = time

Logic = order

Example

Jack and Jill ran
up the hill to fetch
a pail of water.

Jack fell down
and broke his
crown.

Jill came
tumbling
after.

ALL stories are told **chronologically.**



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An action and its results are explained.

Cause

Students did not learn the material.

Effect

They performed poorly on the test.

- Don't confuse with **chronological**.
- Won't have a beginning, middle, and end.
- Time won't progress much.



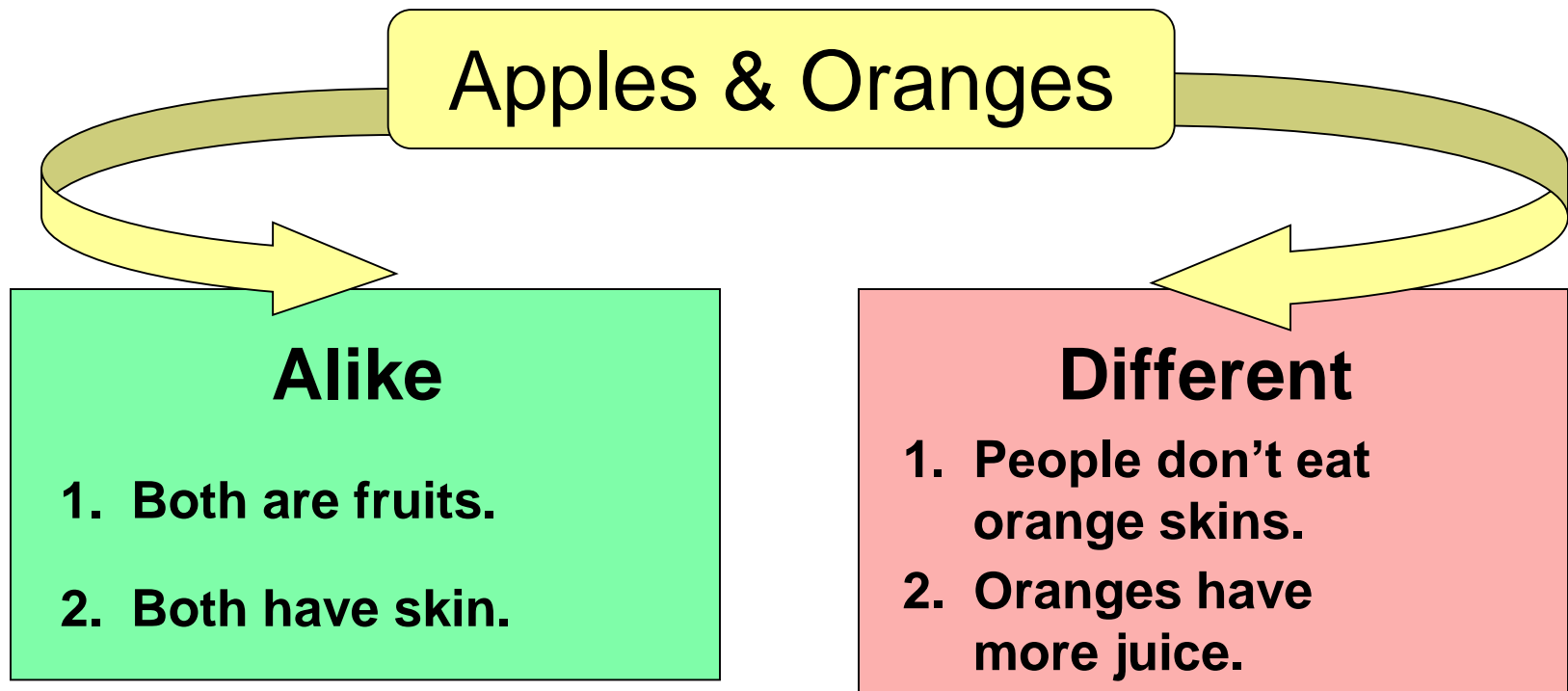
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Compare and Contrast

Tells how two things are similar and different.



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Problem and Solution

A problem and answer are suggested.

Problem

Property is being
spray painted.

Solution

Require a license
to buy spray paint.

- Don't confuse with cause and effect.
- It is presented as a **PROBLEM**.



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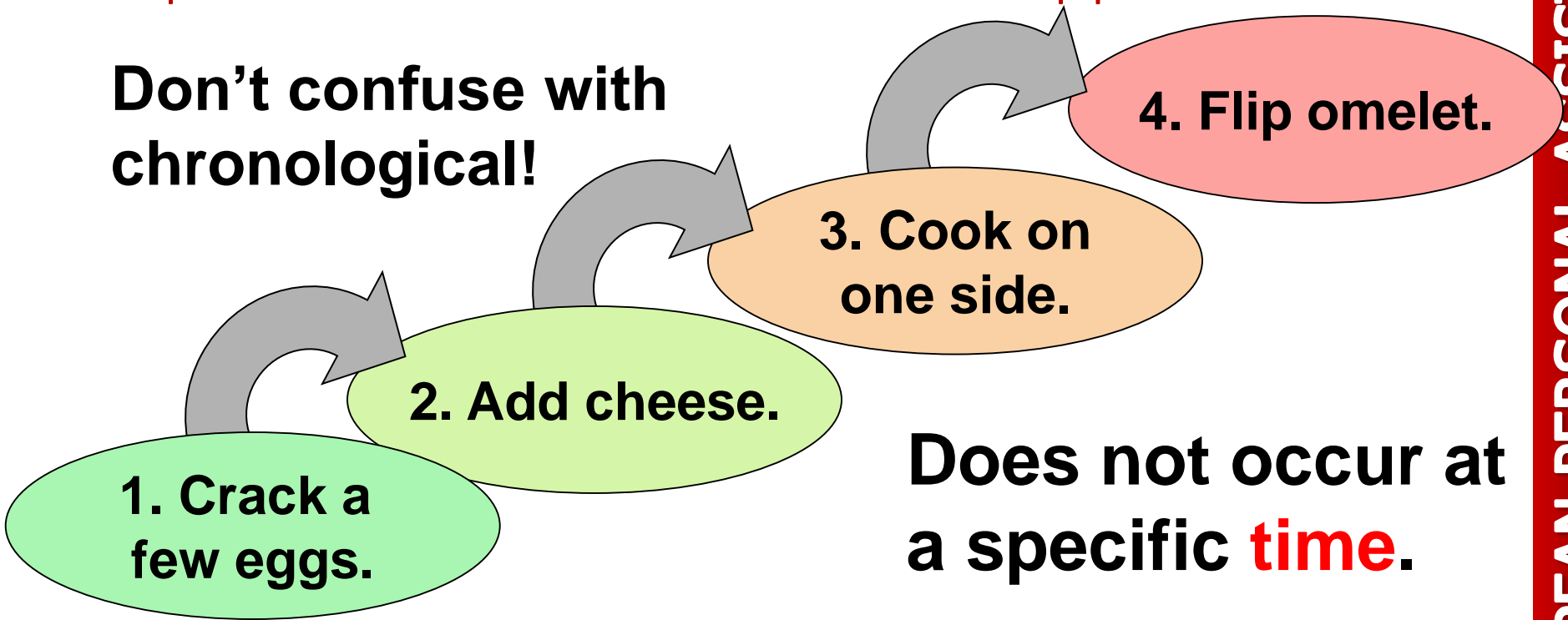


Sequence / Process Writing

Information is listed **step-by-step**.

Explains how to do *it* or how *it* happens.

**Don't confuse with
chronological!**



**Does not occur at
a specific **time**.**



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Spatial / Descriptive Writing

Racial is to race as **spatial** is to **space**.

Describes something in order of space.

Describes how something looks.

TIME DOESN'T PASS in these passages.

Two windows on
the west Wall

My bedroom

A television across
from the bed.

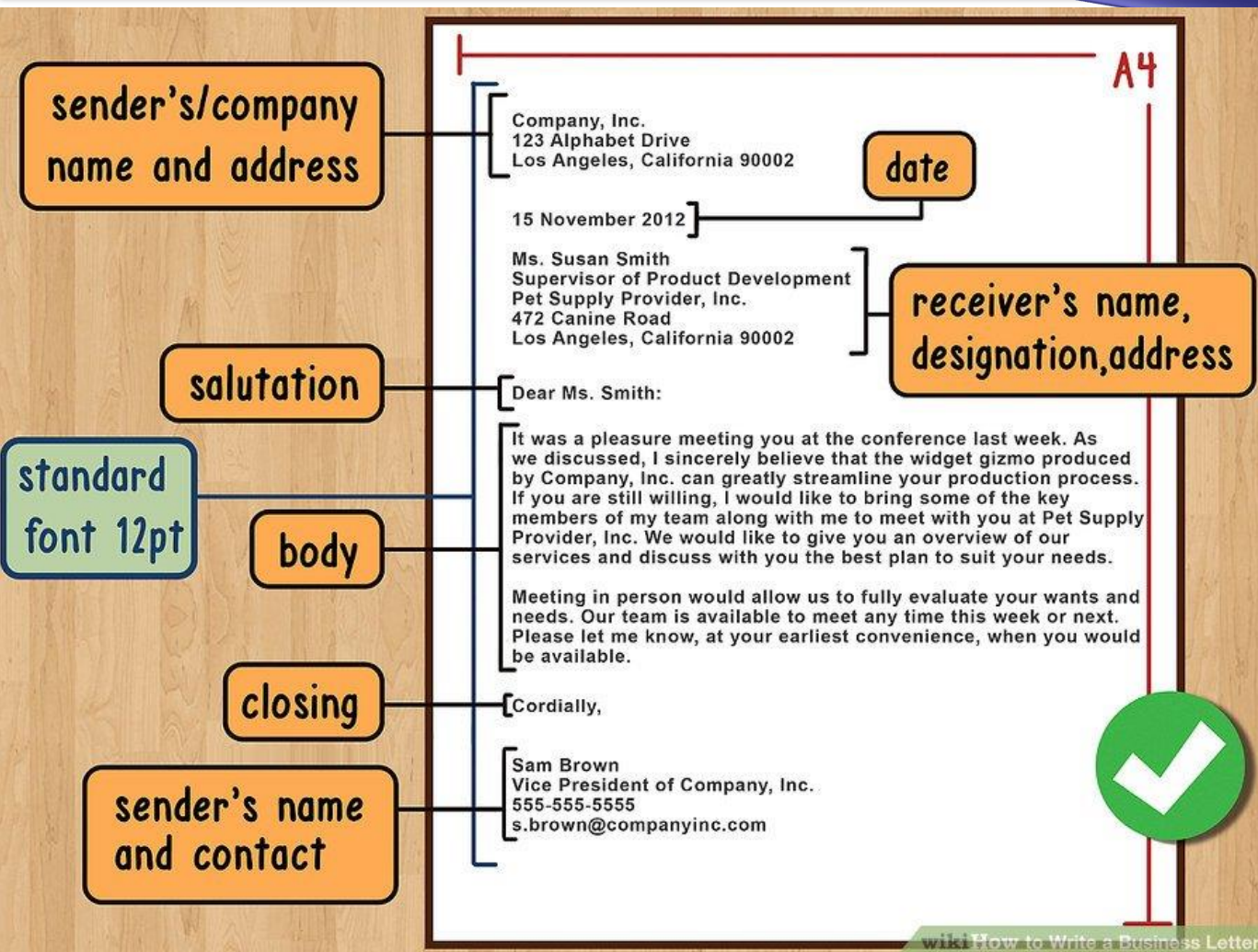


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EXAMPLE OF A BUSINESS LETTER



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Rules of Written Business Communication

1. Know what you want to say before you say it
2. Keep it simple.
3. Use bullet points
4. WIIFM. "What's In It For Me?"
5. Commit to writing a simple, clear message with one point and one point only
6. Call to action
7. Edit
8. Spell check
9. Take 5' before sending
10. Follow up

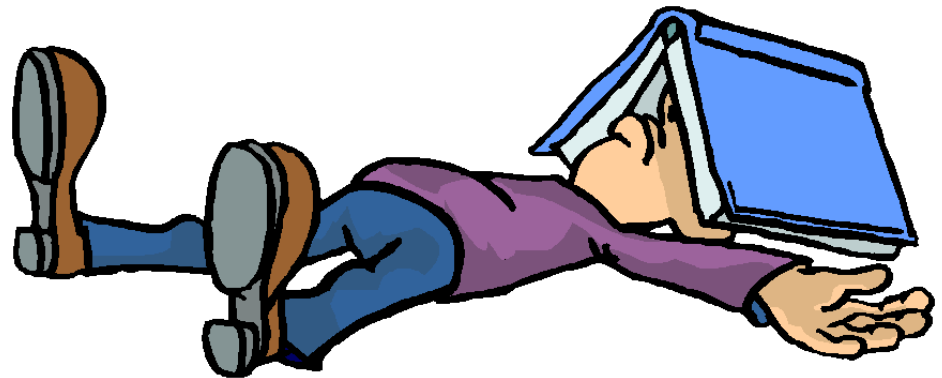


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- to act on behalf of
- to agree with
- always at your service
- as agreed
- as far as I'm concerned
- as far as the payment is concerned
- as follows
- as per invoice
- as per to the conditions
- as per your request
- as requested
- as soon as possible
- at your convenience
- at your earliest convenience
- at your expense
- awaiting your reply
- to be able to



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More terms to use in written business texts

- to look forward to...
- looking forward to an early reply
- looking forward to hearing from you
- to make the goods available
- to meet customer's requirements
- to meet the demand
- to notify in advance about...
- we have received...
- we hope we'll receive the goods soon
- we look forward to your ...



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More terms to use in written business texts

- to fix an appointment
- following your instructions
- from order receipt
- further to our letter - following our letter
- goods listed below
- Greeting
- half-price
- to have the pleasure to
- to stop negotiations
- to submit a sample
- to suit the quality - to meet the quality
- to take into consideration
- the aim of this letter
- the following items
- the goods are available in our



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Synonyms to use

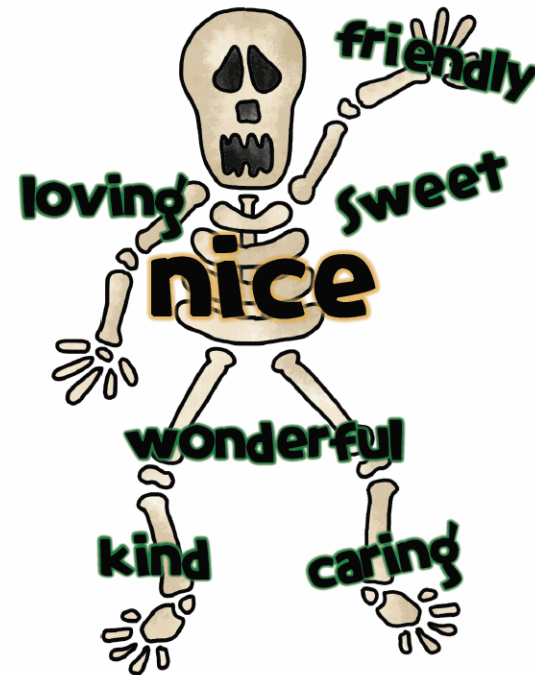
- *noun* job, profession

- employment
- career
- craft
- occupation
- pursuit
- Vocation

- Synonyms for service

- *noun* aid, help

- Account
- Assistance
- benefit
- business
- supply
- Utility
- work



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Formal vs. informal vocabulary – verbs*

Informal	Formal
say sorry	apologize, apologise
go up	increase
go down	decrease
set up	establish
look at	examine
blow up	explode
find out	discover
bring about	cause
put off	postpone, delay
rack up	accumulate
make up	fabricate
stand for	represent
find out	discover, ascertain

*tables from <https://www.engvid.com/english-resource/formal-informal-english/>



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Formal vs. informal vocabulary - verbs

Informal	Formal
point out	indicate
go against	oppose
get in touch with	contact
It's about	It concerns, It's in regards to
need to	required
think about	consider
get	obtain
put up	tolerate
deal with	handle
seem	appear
show	demonstrate, illustrate, portray



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Formal vs. informal vocabulary - verbs

Informal	Formal
start	commence
keep	retain
free	release
get on someone's nerves	bother
ring up	call
show up	arrive
let	permit
fill in	substitute, inform
block	undermine
give the go ahead, greenlight	authorize, authorise



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Formal vs. informal vocabulary - transitions

Informal	Formal
Anyways	Nevertheless
Plus/Also	Moreover/ Furthermore
But	However
So	Therefore/Thus
Also	In addition, Additionally
ASAP	as soon as possible/at your earliest convenience
Okay, OK	acceptable
In the meantime	In the interim
I think	In my opinion,
In the end,	Finally
To sum up	In conclusion,
In a nutshell/Basically	To summarize,
Anyway,	Notwithstanding
All right	Acceptable
Well,	
To top it all off,	
On top of it all,	In order to



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Formal vs. informal vocabulary - emphasis

Informal	Formal
lots of/ a lot of	much, many
tons of, heaps of	large quantities of, a number of
totally	completely, strongly
really, very	definitely



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Formal vs. informal vocabulary - letters

Informal	Formal
Hi Robert,	Dear Sir or Madam
Just wanted to let you know...	I am writing to inform you...
Love,	Yours sincerely, Yours faithfully,
Cheers,	
Yours Truly, Best regards, kind regards	
Hope to hear from you soon	I look forward to hearing from you
You can call me if you need anything	Please do not hesitate to contact me



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Formal vs. informal vocabulary - abbreviations

Informal	Formal
ASAP	as soon as possible
T.V.	television
photo	photograph
cell	cell phone
net	Internet



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Formal vs. informal vocabulary - slang

Informal	Formal
kids	children
bad	negative
good	positive
really big	considerable
right	correct
wrong	incorrect
smart	intelligent
cheap	inexpensive
loaded	rich



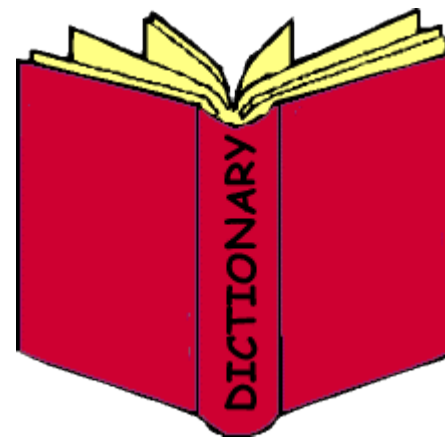
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Choice of the right words

- Use a dictionary and thesaurus
- Call things by their names
- Avoid clichés
- Avoid jargon
- Avoid obsolete, archaic, or invented words
- Avoid slang, regional expressions, and nonstandard English
- Avoid qualifiers
- Avoid offensive or sexist language
- Say no more than you mean
- Be as concrete as your meaning allows
- Use logical terms precisely
- Put statements in positive form



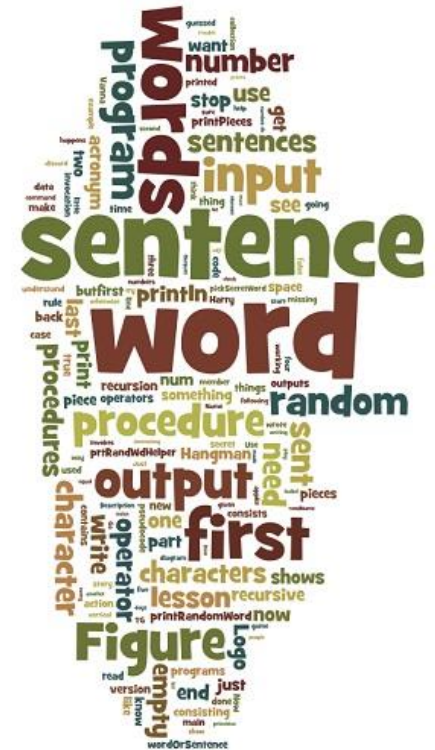
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Choice of sentence structure

- Avoid irrelevancy
- Make real assertions
- Rely on the active voice
- Repeat words, phrases, and clauses for emphasis
- Make series consistent and climactic
- Subordinate to show which is the main statement and to avoid monotony
- Be concise but do not omit necessary words
- Vary the order and complexity of sentence elements
- Vary the length of the sentences
- Be consistent
- Use parallel construction
- Keep related words together
- Subordinate to break up lengthy compound sentences



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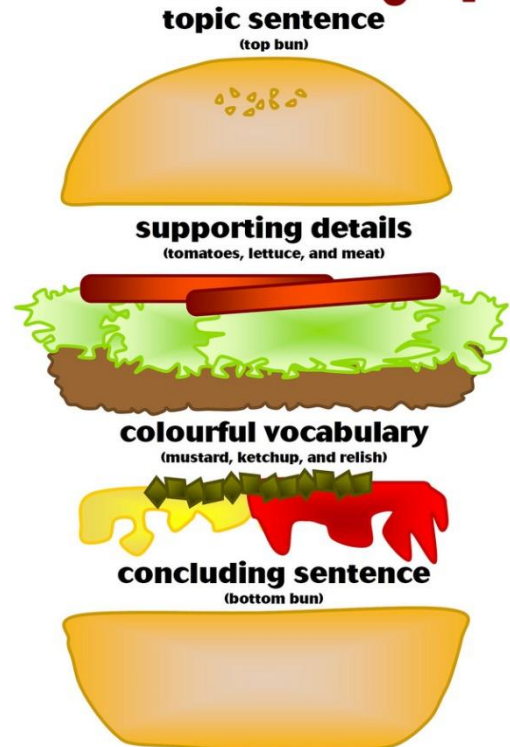
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Choice of paragraph structure

- Pursue one main idea
- Place the main idea emphatically
- Choose a suitable pattern of development
- Link sentences within each paragraph
- Link each paragraph to the next
- Vary the length of the paragraphs
- Move between generality and detail
- Keep things moving
- Write in paragraph blocks
- Make the first paragraph count
- End with a strong paragraph

Parts of a Paragraph



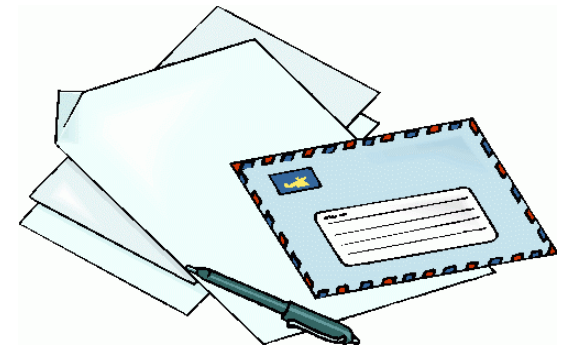
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Composing a business letter in a foreign language

- letterhead design
- Use a standard business letter format and template
- "block style," where the text of the entire letter is justified left.
- single spaced, except for double spaces between paragraphs.
- margins 1 inch (25.4 mm) on all sides of the document
- Microsoft Word has a Letter Wizard for additional formatting assistance



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Composing a business letter in a foreign language

- **Contact Information** (*Your contact information*)
Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email Address
- **Date**
- **Contact Information** (*The person or company you are writing to*)
Name
Title
Company
Address
City, State, Zip Code



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Composing a business letter in a foreign language

- Salutation
- Dear Mr./Ms. Last Name: *(Use a formal salutation not a first name)*
- Body of Business Letter
- Complimentary Close:
- Respectfully yours,
- Signature:
- Handwritten Signature *(for a mailed letter)*
- Typed Signature



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Methodological tool

Write a formal letter in English!

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a) Fill in the following verbs in the present continuous.

3 Match the words to form the best collocations.

play • record • star • work

1 At present, she _____ a new album.

2 Robert _____ on a new adventure film.

3 In her latest film, Julia _____ the part of a jewel thief.

4 He _____ in a film with Courtney Fox.

b) Match the words to form the best collocations

1 hit / 2 blockbuster / 3 talented / 4 pleasant / 5 film

A film / B personality / C record / D star / E actor



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- **5 common patterns:**
 - Chronological
 - Cause and Effect
 - Compare and Contrast
 - Problem and Solution
 - Spatial / Descriptive
- **To choose the right words:**
 - Use a dictionary and thesaurus
 - Call things by their names
 - Avoid clichés
 - Avoid jargon
 - Avoid obsolete, archaic, or invented words
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Well Done!

You have completed this unit



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