



## ECS – LEVEL 1

- Understanding & Express greetings and Introductions.
- Understanding & Expressing Thanks.
- Asking For & Giving Information and Directions.
- Describing Places, People & Things.
- Expressing Likes & Dislikes.
- Handling Numbers, Quantity, Cost & Time.
- Making & Accepting Offers & Apologies.

## ECS – LEVEL 1

- Describing Events.
- Understanding & Communicating Feelings & Opinions.
- Giving Instructions & Explanations.
- Asking For & Giving Permission.
- Giving & Accepting Invitations.
- Understanding & Making Suggestions.
- Following & Narrating A Story.
- Group Projects

## ECS - INTRODUCTIONS

### Knowledge

- As a mean of communication, language serves several functions.
- Used to state a fact, to explain, to advice, to congratulate, or to agree with a previous statement.
- Stated in simple terms, a language function is what you can do my means of language while a language form is a statement/question which illustrates the functions.

## Express Greeting & Introductions

- To Greet
  - Good Morning, Afternoon, Evening.
  - Hi Yusuf.
  - Hello Azlinda.
  - How do you do?
  - Nice to see you, Paul.
- To Introduce Oneself
  - My name is Rajan.
  - I'm known as Dickie
  - Call me Susan.
  - How do you do? I'm Kim Jee.
  - Good Morning, I'm Ismail.

## Express Greeting & Introductions

- Example:
  - A: Hello, my name is Paula. I am from Serian. What is your name?
  - B: Hi, my name is Rosaline.
  - A: Where are you from, Rosaline?
  - B: I am from Bau.
- Example:
  - A: Hello, my name is Nicole. I'm from Serian. This is Rosaline, and she is from Bau. What's your name?
  - C: Hi. My name is Michelle. I am from Sarikei.

## READ AND RESPOND TO WRITTEN GREETING

- A written greeting is
  - Similar to a verbal greeting
  - Say or elaborate more

[Address]

[Date]

Dear Murad,

How are things back home?

I'm fine here but the weather is a bit too cold for my liking. London in November is not exactly fun, so I have to wrap myself up properly before venturing out of the house. It is so different from wearing a T-Shirt and a pair of slipper back home. How I wish I can do that here. I'll probably freeze to death if I did. Anyway, I notice no one wears slippers here.

I have three more months to go before the end of my course. These past months have been pretty hectic and I'll be glad when all this is over. The examinations begin next month and I'll have to do some last minutes cramming. You are lucky to be working already and not have to study anymore.

Please send my regards to your parent and the rest of your family. I'll see you as soon as I get back. Bye for now.

Your friend,

Jit Meng



[Address]

[Date]

Dear Meng,

It's good to hear from you.

I hope you have sufficient clothes to keep yourself warm. Does it snow in London? It must be fun if it does. Then you will experience what they call a White Christmas.

Life is about the same here. I go to work everyday from 9 to 5. It has become a routine and it gets pretty boring at times. The student days were definitely more fun even though we had to cram for the examinations. As for you, you'll come back and definitely get a job with a better salary than mine. So just three months of slogging is a small matter. I know you can get through your examinations with flying colors.

My family members are all well. My brothers and sisters are having their school holidays at present. My parents are planning to go on the Haj next year.

So here's wishing you all the best in the coming examinations. We'll see you soon. God willing. Till then, bye for now.

Your friend,  
Murad

## WORKSHOP 1 (45 Min)

1. Ask and say who you are and where you are from.
  - Get together in pairs and gather information about each others.
2. Introduce oneself and others
  - Get in groups of 4, together with your partner and introduce him/her to the rest of the group. Each person will have a chance to talk about his/her partner.
3. Greet people and respond to greetings.
  - You have met a friend that you have not seen in a long time on the street. Practice with your pair what you are going to say and how he/she is going to reply.

## WORKSHOP 2 (45 Min)

- Write greetings
  - Write a greeting to your friend who has recently settled down in New Zealand.
- Write introductions
  - Write to introduce yourself to pen-pal in Japan

## EXPRESSING THANKS (ORALLY)

### Knowledge

- Understand and use the forms & functions required for expressing thanks orally and in writing.
  - Special favors are special because they required someone to go that extra mile for you.
  - They deserve special recognition and thanks.
  - Usually to thank someone orally you say:
    - Thanks
    - Thank you very much
    - Thanks for helping me
    - Thank you for your cooperation.

## EXPRESSING THANKS (WRITTEN)

- Examples:
  - Thank you very much for the extra research you did for me. It made my job in completing the article so much more thorough and easier.
  - Words cannot explain the gratitude I feel for the support you gave me when my father was so ill. I truly don't think I could have made it through without you.
  - Thank you again for your help. If I can do the same for you at any time, please be sure to tell me.
  - I hope you understand how much I appreciate what you have done for me and for the company. I intend to return the favor as soon as possibly can.

[Address]

[Date]

Dear Paul,

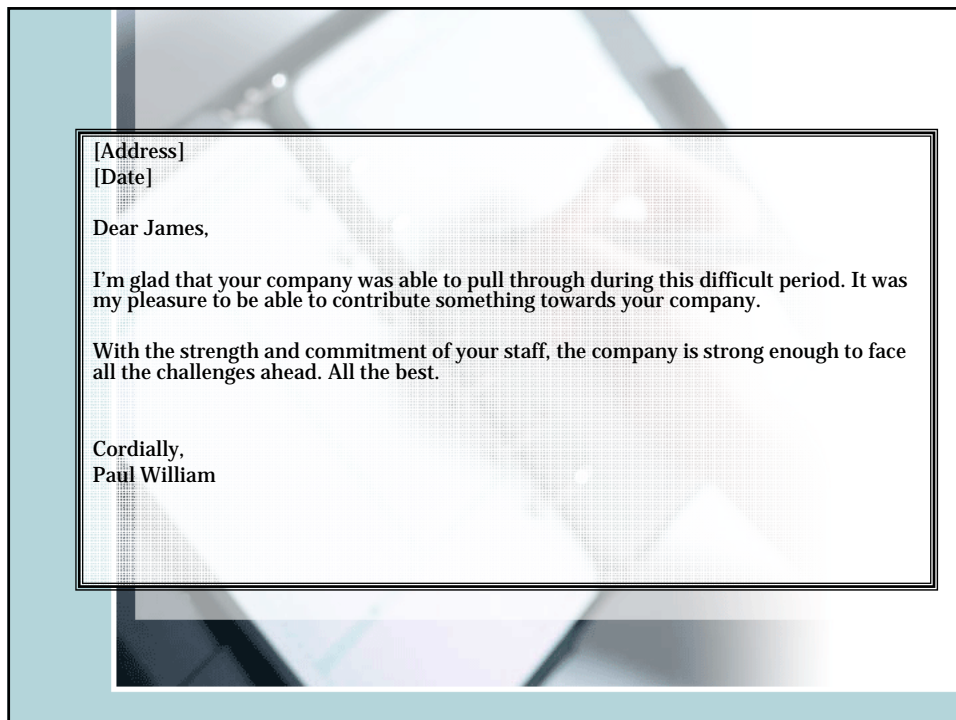
As you know, our company just went through an especially trying period. You know about this because you were instrumental in a successful resolution of our problems.

We cannot tell you how much we appreciate your efforts in this matter. The best I can offer is this sincere expression of profound gratitude. Without the extraordinary efforts of you and a few others, this period would have ended very unpleasantly.

Again, I offer our heartfelt thanks and a pledge to return the favour should you ever need it.

Cordially,  
James





## RESPOND TO PEOPLE THANKING YOU

- You are welcome.
- The pleasure is all mine.
- I'm glad to be of help. Do let me know if you need any further assistance.



## WORKSHOP 3 (45 Min)

1. Convey thanks and express appreciation
  - In an informal situation, a business associate has come to visit you while you were in the hospital and has brought along a fruit basket. Convey your thanks and express your appreciation for his thoughtfulness.
2. Receive thanks and respond to it
  - You have visited your business associate at the hospital and he has expressed his appreciation. How do you respond.
3. Understand and respond to written thanks
  - Assume that your business associate has sent a get well card to you after knowing that you are sick. Write a letter to convey thanks to him.

## ASKING AND GIVING INFORMATION AND DIRECTIONS

- Knowledge
  - Understand and use the term forms and functions required when asking for and giving information and directions.
  - There are number of formulas used when asking for information in English. Here are some of the most common:
    - Could you tell me....?
    - Do you know....?
    - Do you happen to know.....?
    - I'd like to know.....
    - Could you find out....?
    - I'm interested in .....
    - I'm looking for.....
  - These two forms are used for asking information on the telephone.
    - I'm calling to find out.....
    - I'm calling about.....

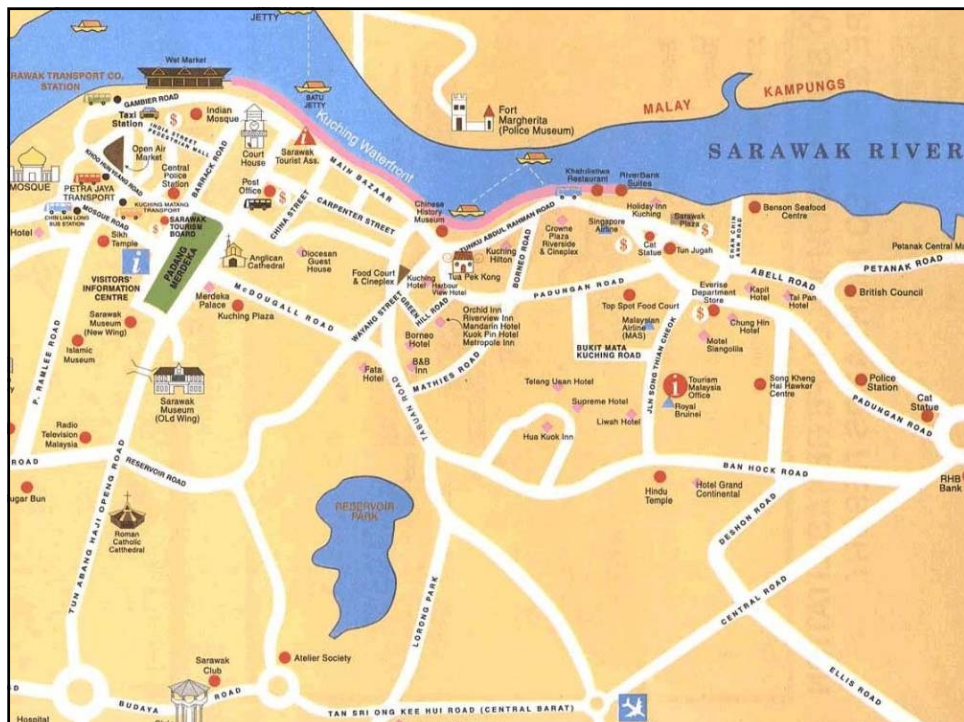
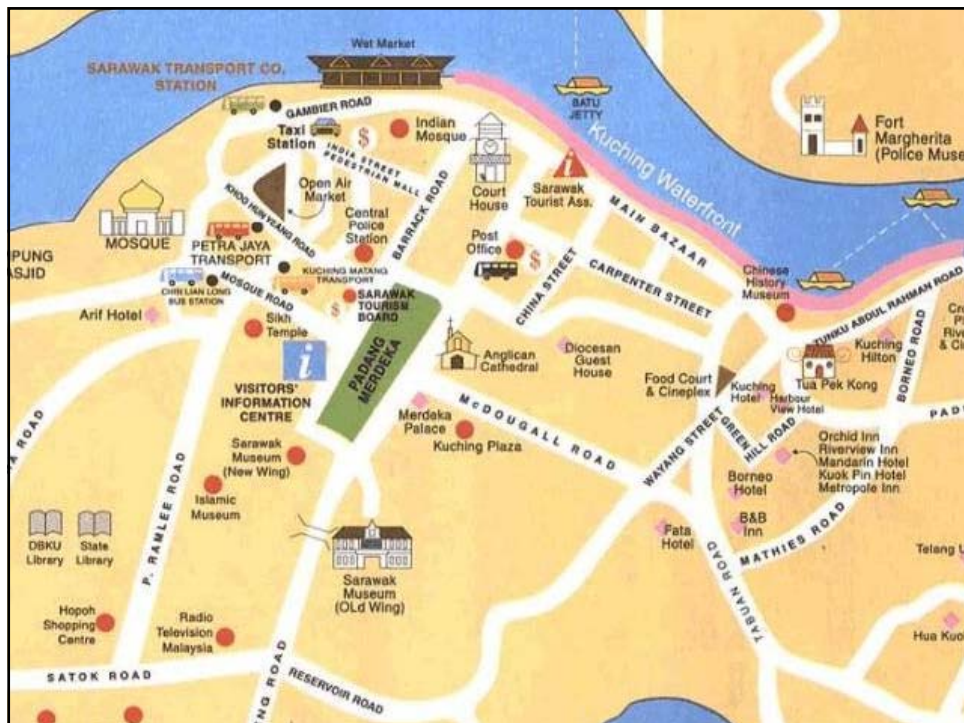
## ASKING AND GIVING INFORMATION AND DIRECTIONS

In giving instructions:

1. Know what to tell first, second and so forth. Use traditional expression such as first, secondly, next, then, later, after that, soon, finally etc where necessary.
2. Use clear, concise, simple and accurate language.
3. Describe what is necessary.
4. Ensure each state of the instruction is explained clearly and completely.

## WORKSHOP (45 MINUTES)

- Based on the Kuching City map below, do the following with your partner.
  - Give instructions and list a sequence of actions.
  - Explain the whereabouts of landmarks
  - Ask for and give directions for different places on a map.
  - Ask for and follow directions for different directions.
  - Write directions to a place
  - Describe how get to a given destination.





## DESCRIBING PLACES, PEOPLE & THINGS

- Understand and use the forms and functions required for describing place, people and things orally and in writing.
  - A description gives details about what someone or something is like or how something is done.
  - Descriptions often use present tenses, but they also use past tenses to give background information.
  - Fictional and historical descriptions often use past tenses.
  - When describing a place, you should give interesting details of the place and use adjectives, adjectival phrases and clauses to make descriptions more vivid.

## DESCRIBING PLACES, PEOPLE & THINGS

- When we are description people and things, we often use a series of adjectives. The usual order got adjectives before nouns is:

Opinion, number	Other (size, shape, age etc)	Colour	Origin	Material	Purpose	
A strange	Old	Red	Moroccan	Leather	Money	Bag
Lovely	Fluffy	White				Cloud
Several	Tall	Grey		Concrete	Office	Blocks

## DESCRIBING A PERSON (USEFUL VOCABULARY)

- Describing a person's appearance
  - He/She is tall/short/fair/dark.
  - He/She has curly/straight/wavy hair.
  - He's got a beard/moustache.
  - He/She wears glasses.
  - He/She has wrinkles/freckles/a dimple.
  - He/She has a round/oval/long face.
  - He/She looks/seems/appears nervous/relaxed/troubled.
- Describing a person's character
  - He/She has an outgoing personality/easy going manner.
  - He/She can be stubborn/difficult/charming.

## DESCRIBING A SCENE (USEFUL VOCABULARY)

- |                         |               |
|-------------------------|---------------|
| • There is/are          | • Between     |
| • In the center/middle  | • Beyond      |
| • To the right/left     | • In front of |
| • To one side           | • Near        |
| • In the                | • Over        |
| • Foreground/background | • Under       |
| • Above                 |               |
| • behind                |               |

## DESCRIBING HOW TO DO SOMETHING (USEFUL VOCABULARY)

- Before doing something
- When/once you have done something
- First
- Next
- Then
- Finally

## DESCRIBING PLACES

- Exotic
- Mystical
- Ancient
- Quaint
- Natural
- Gorgeous
- Historical
- Dazzling
- Magnificent
- Tranquil
- Spectacular
- Captivating
- Breathtaking
- Fascinating
- Picturesque



## EXAMPLES

- My friend Jane (Part 1)
  - My friend Jane is fair with short, curly hair. She's got an oval face, beautiful green eyes, and a few freckles on her nose. She's about average height for her age – 14. Today she's wearing her school uniform – a grey skirt, a long sleeved white blouse, and black shoes.
- My friend Jane (Part 2)
  - Jane is sitting at her desk, staring out of the window and seems to be thinking about something else. She is not paying attention to what the teacher is saying. She's often very quiet and doesn't say much in class. Her teachers say that she is a good student – hardworking and intelligent – just not very outgoing.

## EXAMPLES

- The view from my bedroom
  - The clouds look like dark mountains in the distance. There is a small white house to the right with smoke coming out of the chimney. One of the upstairs windows is open and there is a cat asleep on the porch. The trees are beginning to lose their leaves. An old rusty red pickup truck is slowly climbing the rocky road to the house. There is a long wooden table and several cardboard boxes in the back of the truck.
- Hot peanut sauce
  - First heat the coconut milk until it boils. Then add the two kinds of curry paste and stir-fry for three minutes. When the mixture has cooked, add peanut butter, sugar, salt, and lemon juice. Mix all the ingredients thoroughly, then return to a low heat, stirring continuously.

## GUNUNG GADING

Gunung Gading National Park has a very special attraction – The Rafflesia, the world's largest flower – and the park is one of the best places in Asia to view the Rafflesia's spectacular blooms. Gunung Gading sprawls across four jungles-clad mountain peaks, and its dense primary rainforest is criss-crossed by crystal clear streams and waterfalls. Gunung Gading was gazetted as a park on 1st August 1983 primarily to provide a conservation zone for the protection of the Rafflesia. The park also protects watershed, which supplies water to the community in Lundu district. It was opened to the public in 1994 and visitor can now view one of the most spectacular plants found on earth. The park is easily accessible from Kuching on a day trip. Those wishing to stay longer can enjoy Gunung Gading's other attractions – particularly its rainforest scenery, waterfalls and jungle trails.

## WORKSHOP (45 MINUTES)

- Gather articles on a place that you have been to, a person, or things that you like and read in class.
- Share on places, people and things that you like to the rest of the class.
- Write a description of a person that you know and/or admire. Write about their appearance and character.
- Write a letter to your friend to recommend him to have his honeymoon at a place that you have visited recently. You may use the vocabulary listed to describe the place.

## EXPRESSING LIKES & DISLIKES

- Understanding and use the forms and functions required for expressing likes and dislikes;.
- Expressing Likes
  - Strong Answers
    - I (really) {like/love} {it/them/him/her} {a lot/so much/very much}.
    - I like French movies very much.
    - I like them very much.
    - I really love pearl milk tea.
    - I really love it.
  - Weak Answers
    - {it's/They're/She's/He's} {OK/alright/not too bad}
    - Do you like **Nicole Kidman**? Oh, **she's** not too bad.
    - What do you think of **Love River Park**? **It's** alright, I guess.

## EXPRESSING LIKES & DISLIKES

- Expressing Dislikes
  - Strong Answers
    - I {don't like/can't stand} \_\_\_\_ (at all).
    - I (really) hate \_\_\_\_ (very much/so much)
    - I don't like **swimming in the ocean** at all.
    - I don't like **it** at all.
    - I don't like **exercising** very much.
    - I don't like **it** very much.
    - I can't stand **Jim Carrey movies**.
    - I can't stand **them**.
    - I hate **moon cakes**.
    - I hate **them**.
  - Weak Answers
    - I don't {like/care of} \_\_\_\_ (very much)
    - I'm not too crazy about \_\_\_\_.
    - I don't care for **Italian food**.
    - I don't care for **it**.
    - I'm not too crazy about **pet snakes**.
    - I'm not too crazy about **them**.



## WORKSHOP (45 MINUTES)

1. Talk about like and dislikes
  - Get together in pairs and talk about your likes and dislikes on the place you used to study in (ie. Secondary school, college, university)
2. Read reviews and write-up and express opinion.
  - Read a newspaper article and express what you like and dislike about it.
3. Write about your own likes and dislikes, giving reason for them.

## HANDLING NUMBERS, QUANTITY, COST AND TIME

- Understand and use the forms and function required for handling numbers, quantity, cost and time numbers.
  - Quantity
    - How much of something that you can quantify
    - Eg. 1 box of cigarettes, some sweets
  - Cost
    - The total spent for goods or services including money, time and labor.
    - Eg. RM0.10, RM1.00, RM100.00
  - Time
    - The time as given by a clock: "do you know what time it is?"; "The time is 10 o'clock."
    - Eg. 8.00am, 8.15am (a quarter past eight), 4.45 in the evening.

1000 milliseconds	1 second
60 seconds	1 minute
60 minutes	1 hour
24 hours	1 day
7 days	1 week
28, 29, 30 or 31 days	1 month
365 or 366 days	1 year
52 weeks	1 year
12 months	1 year
10 years	1 decade
100 years	1 century
1000 year	1 millennium

## SPONTANEOUS ACTION

- Get in pairs, do the role play as below:
  - You are asking for the price of a book at the book store. The promoter answers **RM25** each, but the price can be negotiate if buy more than **5** books at a time.
  - You are buying a bus ticket from Kuching to Miri at the station. The seller explains the **time slots** available and the **price**. You made your decision to buy a **2 way ticket**.
  - You are buying movie ticket at cinema, asking for the available **time slots**, the seller explained. Before confirming your ticket, you asked for the **available seats**.
  - You are buying reload coupon for your phone line at the shop, you asked for the **prices** available and the **duration**. Seller answers and explained. You decided to buy **RM30** reload card.
  - You are booking a room at hotel through phone, asking for the available **facility**, **services**, **foods**, and **charges**. The operator explained.
  - Your friend is asking you about the movie that you have watched recently. Explain the **duration** of the movie, venue of the cinema, **time** of the movie and the **charge** of the ticket. Recommend your friend to go for movie on Movie Night, which falls on every wed.

## MAKING & ACCEPTING OFFER & APOLOGIES

- Knowledge
  - What and how a person puts down in words is of utmost importance.
  - In writing, a well-written letter of offer, apology and rejection will certainly make a favorable impression on the recipient, whereas a badly written or offensive one may produce the opposite effect.

## LETTERS OF OFFER

- The letter you write to an employee offering him or her a job is an important one.
- It details the parameters of the job and its compensation.
- It can actually be used as the employee agreement between yourself and the new employee.



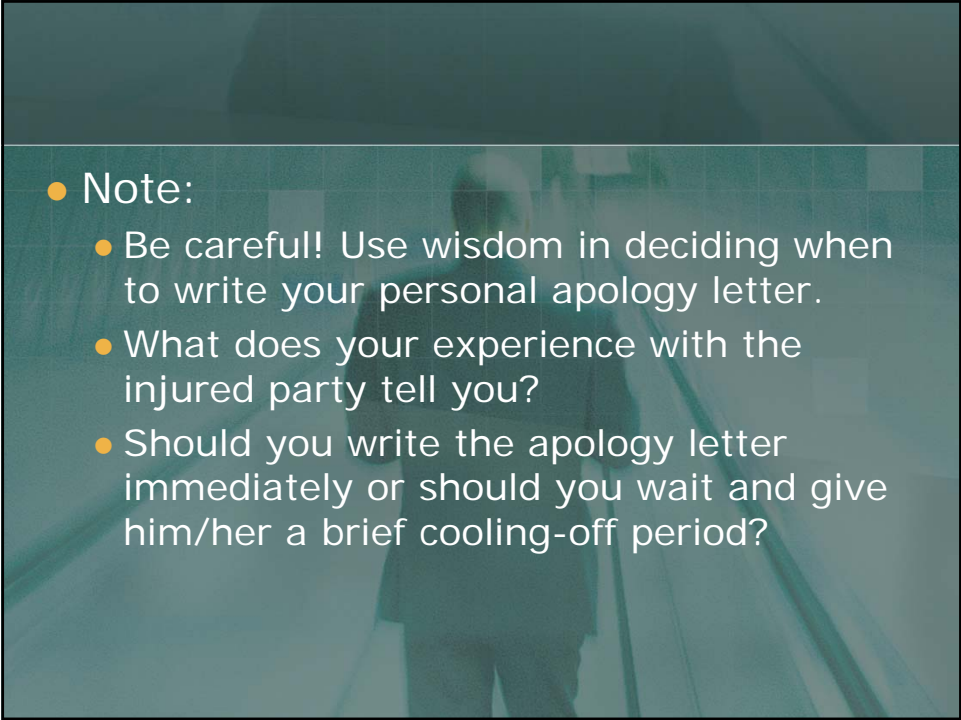
- Expressions of offer are as such:

- Welcome to ABC Industries! We may be a little premature in our enthusiasm for you to accept our offer of employment in the position of product manager.
- This letter confirms our telephone discussion of \_\_\_\_\_, whereby you were offered the position of production clerk at a week salary of \_\_\_\_\_.
- Your employment, should you accept this offer, will begin on \_\_\_\_\_, at a starting salary of \_\_\_\_\_, and will continue until one of us decides otherwise giving two weeks notices.
- All of our employees are subject to the rules and regulations contained in our company personnel manual, which you will be given on your first day of work. You can review a copy of the manual at our offices anytime before then.
- This offer is conditional upon verification of your references and all items in your resume. This offer and any subsequent employment relationship will be terminated immediately, without notice or severance pay, if any of these items cannot be satisfactorily verified.

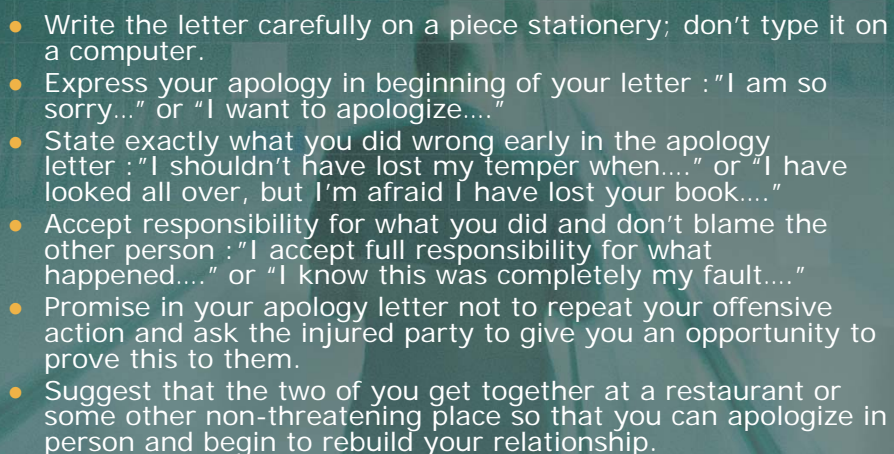
## LETTER OF APOLOGY

- Why an apology letter is so important:

- Can usually help save a relationship before a wound becomes a scar and the damage becomes irreparable.
- Usually find forgiveness and understanding of you freely acknowledge what you did wrong and express sincere regret in your apology letter.
- If you offer the injured party the appropriate material restitution for whatever loss they incurred because of you, this will also help to repair your relationship.
- Rebuild your credulity in your apology letter if you promise not to repeat the offense and assure the injured party that they will see a definite change in your behavior.
- Assure the injured part that you truly value their friendship and do not want to lose it.
- Shows the injured party that you realize you were wrong and that you value the relationship.
- If you freely apologize and accept responsibility for what you did, the injured party may also accept some responsibility for the problem and apologize to you in return.

- 
- Note:
    - Be careful! Use wisdom in deciding when to write your personal apology letter.
    - What does your experience with the injured party tell you?
    - Should you write the apology letter immediately or should you wait and give him/her a brief cooling-off period?

## 6 TIPS FOR WRITING PERSONAL APOLOGY LETTER

- 
- Write the letter carefully on a piece stationery; don't type it on a computer.
  - Express your apology in beginning of your letter : "I am so sorry..." or "I want to apologize...."
  - State exactly what you did wrong early in the apology letter : "I shouldn't have lost my temper when...." or "I have looked all over, but I'm afraid I have lost your book...."
  - Accept responsibility for what you did and don't blame the other person : "I accept full responsibility for what happened...." or "I know this was completely my fault...."
  - Promise in your apology letter not to repeat your offensive action and ask the injured party to give you an opportunity to prove this to them.
  - Suggest that the two of you get together at a restaurant or some other non-threatening place so that you can apologize in person and begin to rebuild your relationship.

## 7 TIPS WRITING BUSINESS APOLOGY LETTER

- Type this apology letter on your computer using serif font such as Times New Roman, Georgia and print it on good quality, bright-white inkjet paper.
- Use a formal business letter format such as full block or semi block.
- Offer your apology in the beginning of the letter and clearly state the problem : "Please accept my apology for being unable to give you a definitive answer at this time..." or "We apologize for whatever inconvenience this may cause you, but...."
- Give some explanation for what happened : "Our committee has not yet completed its investigation into ...." or "In order to err on side of caution, this toy has been recalled by the manufacturer..."
- Focus on what actions you are taking to rectify the problem : "We are happy to offer you a full refund..." or "We will be happy to notify you as soon as we receive the information you requested."
- Hand sign the letter with black pen.
- Remember: Say you are sorry as soon as wisdom dictates! You will find that an apology letter will not only help save your friendship and you business associates, it can also dissolve a small problem and keep it from snowballing into a big one!

- Expression of apology are as such:
  - I sincerely regret the condition you received your package in, and hope the replacement we are sending will be satisfactory.
  - Thank you for taking your valuable time to let me know about the problem with your equipment.
  - We always appreciate hearing from our customers. We do, however, wish that you had been completely satisfied with the order.
  - Please accept our apologies for any inconveniences you have experienced.
  - We are sorry to have you, one of our most valued customers, dissatisfied in any way.
  - Again, thank you for writing, and let us know if we can be of service in any other way.



## LETTERS OF REJECTION

- An applicant who does not fit into your organization right now maybe just who you are looking for a few years from now.
- Turn down the applicant and still leave him or her with a positive feeling about the company and him or herself.
- Expression of rejections are as such:
  - Thank you for your resume and letter in response to our ad in Sarawak Tribune.
  - We appreciate your taking time to let us know your qualifications and that you are available for employment. Unfortunately at this time, our organization does not have any openings.
  - Please accept our best wishes for success in your career endeavors.
  - We spent a great deal of time thoroughly analyzing the candidates and we forced to make many difficult decisions.
  - A surprising number of people responded to our notice, and this made competition for the position especially keen. We regret being able to hire only one of the applicants.
  - We would like to consider you for future vacancies and will retain your resume in our files.

## LETTER OF REGRET

- Expressing your sympathy can be very difficult.
- The best way to express your sympathy is to simply write what you feel.
- Don't worry about the words, your honest feelings and wishes will make them come out just right.
- Expression of regret are as such:
  - I'm so sorry to hear about the tragedy of fire that has befallen you and your family. To say we are shocked would be an understatement.
  - Please let me know if there is anything we can do to help.
  - I am sincere in my offer to have you and your family stay at my house until some order returns to your lives.
  - We were so sorry to hear about the death of \_\_\_\_, over the years, his advice had become invaluable to the operation of our company. Both personally and professionally he will dearly missed.
  - Please let me know how I can be of help to you in this time of grief.
  - Always know I am here for anything you may need, even just to talk.
  - I know that a stay in hospital is always frustrating, and I wish there was something I could do to help.
  - We hope that your stay in the hospital will be short and your recovery will be rapid. We want you back at work.

In social gatherings, these are the expressions that commonly used:

- To Offer
  - Why don't you join us for game this evening?
  - Would you like to come to my house for lunch tomorrow?
- To Accept
  - Yes, please.
  - Thanks you. I'll come.
  - Thanks, we will be there.
  - Sure. I'll join you this evening.
  - Yes, I'd like to go out with you.
  - Certainly I'll come for the wedding.
- To Reject
  - Sorry, I cannot accept your idea.
  - I think your suggestion is not practical.
  - Your plan is not acceptable.
  - What you propose will not work.
  - No, we do not accept your proposal.
- To apologize
  - I'm sorry.
  - I beg your forgiveness.
  - I'm sorry for being so careless.
  - I apologize for being rude to you.
  - I'm terribly sorry, I forgot to bring the money.

## WORKSHOP

- Use correct social expression in making, accepting and rejecting offers and apologies
  - What are the expression to be used in the following situation?
    - You would like to give your neighbor a ride to work as you are going the same way. What do you say?
    - Your colleague has invited you to go to his house for Chinese New Year. What do you say?
    - You bumped into your colleague at work accidentally spilled coffee unto his shirt. What do you say?

## A LETTER OF OFFER

[Company Name & Address]

[Date]

Dear Jim Hanks

We are pleased to offer you a position as assistant bookkeeper.

The position pays RM500 per month, which is paid in equal increment every other Friday. In addition, you will receive two weeks paid vacation every 12 months, health insurance benefits and RM10,000 of life insurance.

This job is on a two-weeks basis, which means that either party can terminate the relationship upon given two weeks written notice to the other party.

We were very pleased with the quality of the applicants for this job and believe you will be an outstanding addition of our firm. If you have any question about the position or the firm, call me at any time.

Yours Sincerely,

Sally Jenkins  
Human Relations Manager

## A LETTER OF ACCEPTANCE

[Address]

[Date]

Dear Sally Jenkins

Thank you for your letter dated 20 June 2000.

I am pleased to confirm my acceptance of the post Assistant Bookkeeper as detailed in the Job Description and Contract of Employment.

I shall look forward to joining the staff of Aurora Holdings.

Yours Sincerely,

Jim Hanks



## A LETTER OF REJECTION

[Company Name & Address]

[Date]

Dear \_\_\_\_\_

After considerable debate about our needs, we decided to offer the assistant bookkeeper position to someone else. Our offer was accepted, so the position now is filled.

We enjoyed talking with you and felt that you could add a number of fresh and creative ideas to our firm and would work well with our present staff. The candidate we selected, however, has considerable hands-on experience in bookkeeping at operations similar to ours. We believe this experience is more important to our firm at this time.

Thank you for the time and ideas you gave us and keep in touch. I'm sure you will find a suitable position in the near future.

Yours Sincerely,

Sally Jenkins  
Human Relations Manager

## A LETTER OF APOLOGY

[Company Name & Address]

[Date]

Dear \_\_\_\_\_

Thank you for your recent letter, in which you point out that it takes about four weeks for a product to reach a customer after it has been ordered. We can grow and prosper only responding to useful criticisms such as yours.

We are sorry if the shipping time caused you problems. In the meantime, we are exploring alternative that will allow us to fulfill orders faster without increasing cost appreciably.

Yours Sincerely,

John Smith

## A LETTER OF REGRET/SYMPATHY

[Company Name & Address]

[Date]

Dear \_\_\_\_\_

We were shocked to hear of your partner's sudden death. On behalf of all of us here, I offer our sincerest condolences.

Jim was one of the first people I met after starting my own business, and we shared a lot of cherished memories together. Jim always did his best for the customer. Several times he helped us through tough periods. We will miss him.

I know Jim will be difficult to replace. No doubt the next few months will be trying for you. We plan to offer you all the assistance Jim gave us during our long association. Just call whenever you need something.

Yours Sincerely,

John Smith

## WORKSHOP

- Reply letters of
  - Offer
    - You have been offered a job as a clerk at ABC incorporated. Write a letter to accept the offer.
  - Rejection
    - Your application for the position as a clerk at ABC Incorporated has just been rejected. Write a letter to convince that you are the suitable candidate and that you would like to be considered for any future openings.
  - Apology
    - You have just received a letter from ABC Incorporated apologizing for an employee who has spoken rudely to you. Reply that letter.
  - Regret
    - Your uncle had just passed away and a business associate has written you a letter of sympathy. Reply that letter.

# DESCRIBING EVENTS

- Structure a description of an event is in chronological arrangement.
- Describe what happened first, what next and so on.
- Choose to describe some events in greater detail and to pass briefly over others. This will depend on your "theme"
- Our five senses come into play.
- Description is more vivid if we are there at the place of event.
- Access resource materials (eg. Audio Visual Aids, Magazine etc.) to have the relevant information.
- Cultivate an active interest in major events around us.
- Read extensively.

- Logical Connectors are used to link sentences which follow an logical order. Study the types of logical connector and their usage given:

Logical Connector	Usage	Examples
As a result, Consequently Thus Therefore	To show connection between action and consequences	It was raining heavily. Therefore the match was postponed. The traffic jam lasted for two hours. Consequently the tourist missed their flight home.
However	To show contrasting ideas	It was a peaceful and silent night. However, George's mind was not at rest.
Besides In addition Furthermore	To introduce a new idea or provide extra information	Besides writing novels, Felicity also writes short stories and poems. The singer was escorted by armed bodyguards wherever he went. In addition, several policemen were stationed outside the hotel room where he stayed during his visit.



## EXPLAIN A SERIES OF EVENT ORALLY

- Based on the following notes, explain orally the series of events that happened during the opening ceremony of 15<sup>th</sup> SEA Games in Malaysia.
  - Grand and thrilling event – people started gathering at Merdeka Stadium very early – 45000 spectators. 1.15pm show began with an instrumental display of 30 organs and pianos. Kompang announced arrival of 500 bunga manggar bearers.
  - 3 pm. Yang di-Pertuan Agong arrived to open sports festival. 9 parachutists with SEA Games flag jumped from plane.
  - Parade of contingents from 9 participating countries.
  - 3.58 pm. Yang di-Pertuan Agong declared Games open. Ten-gun salute. Pigeon and balloons released.
  - Former sprinter Major-General Sharudin Mohamad Ali and badminton star Sylvia Ng lit cauldron.

## UNDERSTAND CLEARLY A SEQUENCE OF EVETS DESCRIBE IN WRITING

- Read the following passage:

Accidents are part and parcel of life itself and to say that you have never had a silly accident in your life would be like saying, "I'm a green-faced alien from Pluto." Well, I have certainly had my share of ridiculous accidents. Not all of them have changed my life, but they have certainly made me more aware of my limitation. Yet sometimes, remembering those times, I think, "I can't believe I actually did that!"

There was this incident about five years back. I was a piano recital. Actually, it was my debut, and I was sharing the nerves. Finally, the dreaded moment arrived. I sat at the piano and started playing. Halfway through the first movement, I felt tickle in my nose. My fingers were needed on the piano keys so I could not reach up to rub my nose. I tried holding my breath... to no avail. I exploded in a huge, sloppy sneeze that blasted my music sheets right off the piano. Absolutely humiliated, I dashed off the stage. Nothing could get me out there to face the amused audience.

## UNDERSTAND CLEARLY A SEQUENCE OF EVENTS DESCRIBE IN WRITING

Then, there was this skating incident which occurred only a year ago. My father had bought me my first pair of inline skates. Actually, there were my first pair of skates. I had never skated before. Well I confidently put them on and fastened them, not knowing what was ahead. Standing up, I shoved off. Then, for the first time in years, I lost all control of my bodily movements. I was waving my arms around, like a drowning chicken trying to fly out of the water. My legs had no sense of direction, with my left leg heading north and my right leg heading south east. Finally managing to get upright, I found myself staring the gate right in its metal grill. There was a loud crash! Boom! And Bang! Fortunately, all that was injured was my self-confidence, than to my protective pads.

Well, there you have them, some of the grimace-inspiring details of my life. So, am I clumsy or just low in luck? A little of both I think.

## DESCRIBING EVENTS FOR DIFFERENT AUDIENCES

- Describe **how you were late** to work this morning because of **several events** that happened. Explain orally to inform your boss and to your colleagues. Discuss how you would do it differently.
- Describe **most remarkable events** that you have to everyone.
- Describe **how your community celebrates a religious festival**.
- Describe how you spent last weekend.
- Describe your visit to other town/places.

## UNDERSTANDING AND COMMUNICATING FEELINGS & OPINIONS

- Learning how to communicate effectively is one of the best things that you can do.
- It's important to know how to express your feelings and thoughts to other clearly and directly.
- You can deal with different situations and make good decisions by learning how to communicate well.
- Sharing your feeling is hard to do, but communication is the key to understanding.
- No one is a mind reader.
- It's important to speak up even when your feelings are hurt and express how you feel.

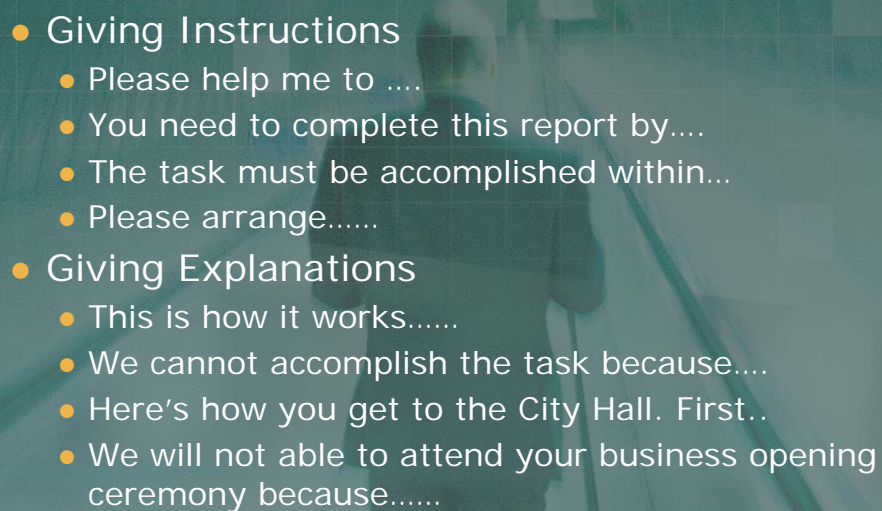
## DIFFERENCE BETWEEN FACTS & OPINIONS

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>● <b>Facts</b><ul style="list-style-type: none"><li>● Can be proven true or false.</li><li>● "anything that is done or happens; anything actually existent; any statement strictly true; truth; reality."</li><li>● Example:<ul style="list-style-type: none"><li>● The house was painted on November 18, 1999.</li><li>● Today is Saturday.</li><li>● My son had a temperature of one hundred and two degrees this morning.</li></ul></li></ul></li></ul> | <ul style="list-style-type: none"><li>● <b>Opinions</b><ul style="list-style-type: none"><li>● An opinion is defined as "indicating a belief, view, sentiment, conception/"</li><li>● Generally, it is thought, "I believe that", " I believe", "it is a sad day when."</li></ul></li></ul> |
|--|---|



- 
- Starting your opinion:
    - It seems to me that .....
    - In my opinion.....
    - I am of the opinion that .....
    - I take a view that .....
    - My personal view is that .....
    - In my experience.....
    - As far as I understand.....
    - As far as I can see.....
    - I might be wrong but.....
    - If I am not mistaken .....
    - Personally, I think.....

## GIVING INSTRUCTIONS & EXPLANATIONS

- 
- Giving Instructions
    - Please help me to ....
    - You need to complete this report by....
    - The task must be accomplished within...
    - Please arrange.....
  - Giving Explanations
    - This is how it works.....
    - We cannot accomplish the task because....
    - Here's how you get to the City Hall. First..
    - We will not be able to attend your business opening ceremony because.....

## COMMUNICATING FEELING & OPINION

- Feelings
  - I'm so happy to hear.....
  - We were so excited .....
  - I am sorry to tell you that .....
  - As your boss, I am so proud that you have .....
- Opinions
  - In my opinion, the best solution is ....
  - To my best knowledge, the report reflects ....
  - Our group thinks that .....
  - The best alternative may be .....

## ASKING FOR AND GIVING PERMISSION

- Asking for permission means asking for approval to do something.
- Below are phrases you can use when you want to asking and giving permission.
  - Asking for permission
    - Excuse me, do you mind if I sit here?
    - Do you mind if I smoke?
    - Can I use the phone?
  - Giving permission (Affirmative Response)
    - Sure, go ahead.
    - Of course you can.
    - Go right ahead.
    - Help yourself
    - I don't see why not.
  - Negative responses
    - I'd rather you didn't
    - Please don't do that.
    - I prefer that you don't.

- Examples:

- **Can** I take your car to work tomorrow?
- **You can** take the big bag as well if you like.
- 'Can I bring my bike inside?' '**Of course you can**, there's plenty of space.'
- **Would it be all right if** I turned the radio off?
- 'May I take bath?' 'Sure, **go right ahead**. There's plenty of hot water.'
- **Do you mind if** I open a window.
- **May** I use the phone?
- Guest **may** only use the dining room after 6.30pm.
- 'Is there any more bread?' '**Help yourself**. It's in the kitchen.'
- 'Could I stay the night at Ann's?' '**I don't see why not**, as long as you're home before lunch tomorrow.'

## GIVING AND ACCEPTING INVITATIONS

- You may be expected to know how to prepare invitations to certain functions and how to reply to such invitations, when your employer gives you an instruction simply to accept or refuse.
- Many companies organize special function for various reason, such as:
  - To publicize a special event.
  - The launch of a new product.
  - The opening of a new branch office.
  - The retirement of a senior executive.
  - To raise funds.



- Formal Invitations

- To Invite

- I know you are busy. All successful businessmen are. But I think you recognize that businessmen must be involved in community activities these days.
    - It's time for our annual fund raising drive, and we've found that no one can raise funds better than a prominent businessman. Your stature in the community will do wonders for this worthwhile cause.

- To Decline

- This invitation is one of the highest compliments I received. I have great respect for your organization.
    - Our firm is just hitting a strong growth phase, and I must devote more than full time to the business in order to seize this opportunity.
    - This year I have committed myself to more community activities than I can handle. It is just impossible for me to accept any more responsibility this year.
    - Several of my commitments are temporary appointments that will expire within the next 12 months. If you are still interested, I would be glad to serve at that time.

- Informal Invitations

- To Invite

- I understand that you will be in Kuching in two weeks. By coincidence, I'll be there at the same time. Perhaps we could get together if there's time in your schedule.
    - Things are going to be hectic at the national convention in two months. That's why I'm writing to you early to ask if we could schedule some time together. I think we would both benefit tremendously.

- To Accept

- I benefited tremendously from our past meetings, I'd be glad to schedule another with you.
    - Thanks for thinking of me and offering to include me in your plans.

- To decline

- Unfortunately, I will be attending only a part of the convention, and my schedule is so unsettled at this point that I cannot make any commitments.
    - Regretfully I must decline your invitation for a meeting. I do appreciate the invitation and hope we can get together sometime.

## CORRECT TONES, STRESS & INTONATION PATTERNS

- For formal invitations:
  - Inviting
    - Be direct and polite in tone.
    - Go back to your sales letter mode.
    - Compliment the person being invited.
    - Explain how their presence and participation can enhance a certain event.
    - Explain how the event can be good for them.
    - Close the invitation with the assumption that the person will accept.
  - Declining
    - Be firm as you can
    - Maintaining a tone of gratitude for the invitation.
    - Emphasize how honored you are.
    - Emphasize how you value the worth of the event.
    - Explain that you haven't get the time necessary to give proper attention.
    - Close the declination with an offer to help in the future.

## CORRECT TONES, STRESS & INTONATION PATTERNS

- For informal invitations:
  - Inviting
    - Be gracious and friendly.
    - Include all pertinent information about the event.
  - Declining
    - Be prompt with your reply.
    - Don't put it off; be tactful.
    - Be honest about why you can't attend.

## A FORMAL INVITATION

[Company Name & Address]

[Date]

You are cordially invited to attend the Grand opening of ABC Inc's new facilities.

The ceremony will take place on the premises of 100 Main Street, USA and will begin at 2pm on Thursday, April 30, 2005.

An open bar and refreshment will be provided.

R.S.V.P – Regrets Only – 555/555-5555

## A INFORMAL INVITATION

[Company Name & Address]

[Date]

Dear \_\_\_\_\_:

On Friday, June 12, ABC Company will be holding an open house at its new offices. We would like you, one of our valued customers, to attend.

The open house will begin at the address on this letterhead with a ribbon cutting ceremony at 5.30pm and continue with tours of the new offices accompanied by refreshments and a buffets.

Please let me know if you plan to attend. I would be very much like you to come and help us mark this milestone in our firm's growth.

Sincerely

John Smith



## ACCEPTING AN INVITATION

[Company Name & Address]

[Date]

Dear \_\_\_\_\_:

I am glad to accept the invitation to attend your open house. I look forward to meeting with you in this informal environment.

Watching and participating in ABC's growth has brought a great deal of pleasure to all of us here. I am sure this is just one of many milestones to come.

Thanks for the invitation, and I will be sure to work it into my schedule.

Sincerely,

Ray

## DECLINING AN INVITATION

Ashley Ow Yong

Thanks the Directors of

Aurora Holding plc.

For their kind invitation to their

Bin-Centenary Celebrations

On Friday 31 July 2005.

But is unable to attend as she will be overseas on business

10, India Street  
93300, Kuching

15 May 2005

## INFORMAL INVITATION

[Address]

[Date]

Dear \_\_\_\_\_:

Fifty years and we are still together! We are pleased to announce our Golden Wedding Anniversary on Saturday, 3 September 2005.

We are planning to celebrate by holding a cocktail and buffet evening at our home at No 1920 on that date. We have pleasure in inviting you to attend.

We sincerely hope you will be able to join us to celebrate this special occasion.

Grey & Martha

## WORKSHOP

- Write and respond to formal and informal invitations:
  - Your company will be opening its new branch in a nearby town next month and is arranging a cocktail reception to mark the occasion. Prepare an invitation to a number of special clients.
  - Prepare a reply accepting the invitation from one of the clients.
  - Prepare a reply from Doctor Anthony Long of Orchard Medisave Pte Ltd. Unfortunately Dr Long cannot attend the cocktail reception as he will be overseas on a business trip.

## UNDERSTAND & MAKING SUGGESTION

- Here are some common ways of asking for and making suggestions and suitable replies.
  - Asking for suggestions
    - What shall do tonight?
    - Where shall we go this evening?
  - Making suggestions
    - How about (what about) going to cinema.
    - We could go to the leisure center and watch the basketball.
    - Why don't we try that new club in the main square.
  - Responding
    - Yeah, great (fine/ok), that's a good idea.
    - Yeah, if you like.
    - Yes, I don't mind.
    - I think I'd rather go out for a meal.

## WRITING SUGGESTION

- If you are the writer:
  - Express your genuine appreciation for the opportunities you now enjoy.
  - Refer to pass suggestions the reader has accepted and put into practice.
  - Thank the reader for his/her willingness to read and consider your idea.
  - Offer your suggestion courteously, without openly criticizing the status quo.
  - Stick to the point and just explain the potential benefits of your suggestion.
  - Suggest a meeting with the reader to explain your ideas in greater detail.



## WRITING SUGGESTION

- If you are the reader:
  - Express appreciation for the suggestion letter, whether you accept it or not.
  - If the writer is a current employee, express appreciation for their past efforts.
  - Assure the writer you are responsive to the concerns of everyone involved.
  - Encourage the writer to submit another suggestion letter in the future.
  - Promise to share the idea with your associates and give it full consideration.
  - You may express your regret and say that you are unable to make changes now.

## COMPLAINT LETTER

Dear Restaurant Manager,

I am writing to complain about the poor service I received at your restaurant on 28 May 2005.

My family and I arrived at restaurant at 7pm but food was only served to us at 8.20pm. When we checked on our orders with the waiters, they replied rudely. To make matters worse, they serve us something we did not order. At that time, we were too hungry to care and ate whatever was served.

I am very disappointed with your restaurant's poor service especially as it had come highly recommended by my friends. Unless the service improves, I will not be patronising your restaurant any more. No matter how good the food is, it can't make up for the shoddy treatment.

Sincerely,  
So-and-So.

## EXAMPLES

- Below are sample conversations:
  - A: Should I buy Porsche or Ferrari
  - B: I think you should buy Ferrari
  - A: Why is that?
  - B: Because I'd like to borrow it.
- X: Why don't you give Daphne a call?
- Y: Good idea. I haven't seen her for a while.
- X: Maybe you should ask her out.
- Y: Hmmm. I'll think about it.

## WORKSHOP

- With a partner, practice making suggestion in the following situations:
  - Help your partner decide which item to buy.
  - Warn your partner against doing something.
  - Suggest that your partner change his/her plans.
  - Help your partner make up his/her mind.
  - Suggest doing an activity together.
  - Suggest what programs to be carried out during your friend's birthday celebration party.

# FOLLOWING AND NARRATING A STORY

- Narrating writing is a story writing.
- Purpose is to tell, in a story form, something that happened or imagined.
- All events in the narrative must be related to the point of the story.
- Guidelines:
  - Think of an experience or event in your life which you would like to write about.
  - List the events that formed the experience, and eliminate those which are not related closely to the point of the story, thus limiting your topic.
  - Arrange the incidents in the order which they occur chronologically.
  - Decide how you want to narrate the story: First person, third person, or as a character.
  - The introduction or beginning must set the scene and arouse the interest of the reader. Hence, use interesting and lively beginning.
  - Divide the story into separate stages.
  - Write naturally by including dialogues and action words in the story.
  - Keep readers' interest by not telling the point of the narrative too soon.
  - Make the story happen to the character.
  - Use interesting endings.

## Ordering events: Useful vocabulary:

- |              |             |
|--------------|-------------|
| • After that | • Later     |
| • Afterwards | • Meanwhile |
| • At first   | • Next      |
| • Before     | • Since     |
| • During     | • Then      |
| • In the end | • Till      |
| • Eventually | • Untill    |
| • Finally    | • When      |
| • For        | • while     |



