

Unit 2. Session 1.- Telematic business communication.



Situation

Read the text and listen to the situation.

Eva García and Monica Pérez are two Spanish friends working as interns at RR Company. Eva is from Valladolid, she really wants to make the most of this experience in London and learn about every aspect of the business. Whereas Monica, who is from Burgos, is having a hard time being away from her family. For her, London is overwhelming, stressful and lonely. She is struggling to cope with the situation but she isn't very happy and wants to go back to Spain as soon as possible. At least, she has Eva to talk to.





At work, Eva is checking a manual on the organization chart of the RR company to meet people from different departments and remember their names, jobs and responsibilities. That's a quick and useful way to graphically meet our staff: our colleagues and superiors!

Changing the subject, She has to share a computer with a colleague at her desk and she has to use Microsoft Outlook to communicate by email with her colleagues, bosses, suppliers and clients, but she doesn't know how to send an email and how to write it.

A few minutes later, Mr. Johnson approaches the girls: "Good afternoon, girls. How are you? I just wanted to let you know that your corporate email addresses are ready. Yours, Eva, is **eva.garcia@rrcor.co.uk**. Now you can communicate with everybody in the company and we'll be able to be in touch with you, too.

Eva asks Mr. Johnson, what is uk? "uk" is the United Kingdom's domain. The Outlook's guide describes and details how to use the outlook email and that there is a message inbox, an outbox, contacts, calendar, a trash and you can even create folders to classify your messages as you like.

She has thought about creating folders by departments and creating a list of contacts with their phones and email addresses, it will be very useful when sending an urgent email!

Eva plans to write a message to Monica have a cup of coffee and comment on how she's going to organize Outlook tools. However, when she was working at a computer  suddenly, she heard the beep of an  incoming email.

From: monica.perez@rrcor.co.uk.

To: eva.garcia@rrcor.co.uk.


 Subject: Coffee.

Hi Eva,

I'm frustrated reading the Outlook's guide because I don't quite understand it at all, I need to practice!, so this is my first message. Did you get it well? Do you want to have a coffee on the first floor?


Best wishes,

Monica Pérez.

Eva doesn't know how to reply to Mónica but she sees a  tab that clicks "reply", and she wonders if she should choose the "reply" or "send message" tab, she finally presses "reply" to answer:

From: eva.garcia@rrcor.co.uk.

To: monica.perez@rrcor.co.uk.

 Subject: Ok.

Hi Mónica,

See you there.

Best wishes,
Eva García.



Think about it

Has it happened to you? Have you ever been given a last-minute a task or an assignment? Have you ever worked or studied for a whole weekend?

Working and studying day by day is better than recovering what has not been done before.



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1.- Sending messages at the office.



Situation

Mr. Johnson also wants the girls to know the day-to-day operations at RR Company which is a company dedicated to offering various services to other companies.

He wants them to know the general lines of how they should treat customers and forward calls to people in charge of the departments, collect messages, send them and know how to pick up the phone. Everything is written in a company manual and they have to study it or at least read it.



He asks them if they are ready for the job and if they have studied aspects related to what they are going to do and also he asks them some questions.

"It's an informal online questionnaire", he says, "Can you fill it in now please? It will help us get to know you better and it might help you with your presentation."

"Eva tells Mónica that there are some interesting questions on the questionnaire. For example..."

1. Why did you decide to do your training in the UK?"
2. Can you briefly describe your education / work background?"
3. Have you ever worked in a company?
4. Do you know the messaging tools of companies like Outlook or Mail?
5. Can you describe your experience learning English? When did you start learning it? Where did you learn it? Do you like it?

Telematics is a term that combines the words *telecommunications* and *informatics* to broadly describe the integrated use of communications and information technology to transmit, store and receive information from telecommunication devices to remote objects over a network.

It is our duty to faithfully convey to our superiors messages left while they were not or busy. The messages can be transmitted, of course, orally to facilitate and briefly summarize what happened in their absence. However, it is always convenient to write down the names of the people who left us the necessary data to get in touch with them.

Videoconference and email communication have invaded our lives and have become the main and most common means of communication in the business world.






Quotation

"If future generations are to remember us more with gratitude than sorrow, we must achieve more than just the miracles of technology. We must also leave them a glimpse of the world as it was created, not just as it looked when we got through with it."





Lyndon B. Johnson, Former President of the United States of America







1.1.- How can we send emails?

How often do you use your email? Most of us use it on a daily basis, but do you know how to write a good email in English? Let's see.

Email is electronic mail. You can send an email to someone, or  email them. They will  reply to your email or  email you back.



When we write informal emails, we use a more direct language than the one we use for letter writing. For example, instead of using "I am writing with reference to..." we simply say "about..." and instead of writing "please accept our  apologies for this  misunderstanding", we write in our informal email "sorry about". We normally keep emails short  and to the point, dealing with one  topic per message. It is recommended using a **neutral style**, neither too formal nor too familiar.

- ✓ **From:** of
- ✓ **To:** toward
- ✓ **CC:** send a copy to...
- ✓ **BCC:** blind copy to ... (the other people don't know you're sending this copy).
- ✓ **Subject:** topic about
- ✓ **Attach:** send a document, for example a picture, with an email.
- ✓ **Dispatch:** sending to
- ✓ **Reception:** arrival.
- ✓ **Order:** request (something) to be made, supplied, or served.
- ✓ **Meeting:** a situation when two or more people meet, by chance or arrangement.
- ✓ **Delivery:** the action of delivering letters, parcels, or goods.
- ✓ **Delay:** a period of time by which something is late or postponed.
- ✓ **Reply:** send an answer to the person who sent an email.
- ✓ **Reply to all:** send everyone who received a copy of it.
- ✓ **Forward:** send an email you have received to someone else.
- ✓ **Delete:**  get rid of an email you don't want.
- ✓ **@:**  at.
- ✓ **_:** u  nderscore.
- ✓ **-:** h  yphen, dash.
- ✓ **.com:**  dot com
- ✓ **/:** (forward):  slash.



Situation

Let's take a look at another email that Eva has just received:

From: matt.pliper@rrcorp.co.uk

To: eva.garcia@rrcorp.co.uk

CC: Johnson@rrcorp.co.uk



Subject: Tuesday Meeting.

Hi Eva,

On Tuesday, we will have a meeting to discuss the new way of working due to the pandemic. We must be prone to using more new technologies to create an adequate work planning according to our targets.

All workers will have to work on-line from their homes. They will be expected to write and send emails, work by objectives, fill in and make the necessary reports to get the job done from home. Employees must avoid going to the office daily and they should also increase safety. Every day we will have videoconferences and we will determine the tasks to be carried out. In addition, we will send ourselves reports on the work done. And finally, Monday and Thursday every week we will work from the office throughout the whole month.

Safety first!

Please  find attached the word document with your specific plans regarding this matter. Please let me know if you can't read this attachment. I'm copying Mr. Johnson in on this.  Do forward it to the other interns if you feel that's appropriate.

👉 Looking forward to hearing from you.

Best wishes,

Matt.

1.2.- Why is email important?

If you're used to using email 📧 to catch up with friends, writing a formal email might feel 📧 pretty foreign to you. It's not quite the same as writing a business letter, but it's definitely a 📧 huge step in that direction. Clarity, 📧 conciseness and being correct are the keys to write a formal email!

Writing formal emails may have **lots of advantages** compared to regular letters:

- ✔ Email is a free tool. Once you are online, there is no further expense that you need to spend on in order to send and receive messages.
- ✔ Email is quick. Once you have finished composing a message, sending it is as simple as clicking a button. Email, especially if an email system is integrated into the network, is sent, delivered and read almost immediately.
- ✔ Email is simple. It is easy to use. Once your account is set up, composing, sending and receiving messages is simple. Also, email allows for the easy and quick access of information and contacts.
- ✔ Email allows for easy referencing. Messages that have been sent and received can be stored, and searched through safely and easily. It is a lot easier to go through old email messages rather than old notes written on paper.
- ✔ Email is accessible from anywhere – as long as you have an internet connection. It 📧 breaks down distance/time barriers. Whether or not you are in the office or on the field, or even overseas, you can access your inbox and go through your messages. It allows people to work from any location with a computer.
- ✔ Email is paperless, and therefore, beneficial for the planet. Not only can you reduce the costs of paper, you are actually reducing the damage paper usage does to the environment.
- ✔ Email allows for mass sending of messages. An effective medium to utilize to get your message out there, you can send one particular message to several recipients all at once. It 📧 shortens cycle of written communication.
- ✔ Email allows for instant access of information and files.
- ✔ It reduces telephone interruptions.
- ✔ It improves productivity e.g., meeting planning and preparation.

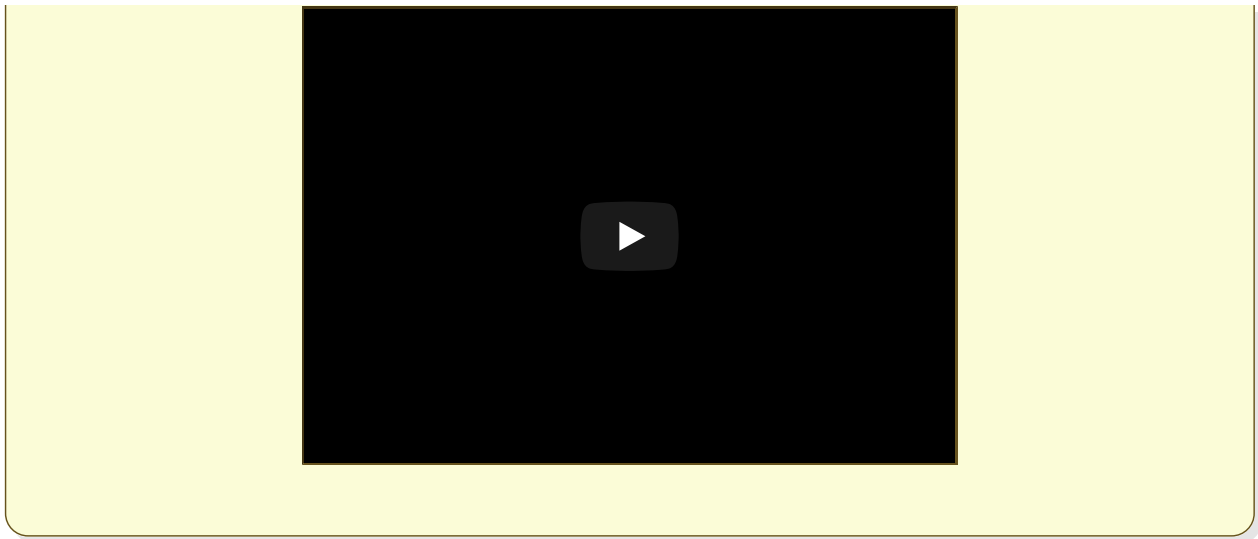
However, there are also distinct 📧 traps you can fall into if you don't observe some simple rules. As with letters or faxes, emails can be misinterpreted since there is no body language or voice tone to enable the reader 📧 to pick up clues. The easiest way to check if your email is appropriate or not is to ask yourself how you would feel if you received it. The **disadvantages** of Email for Internal Communications are:

- ✔ Email could potentially cause information overload. Some messages may be dismissed or left unread, especially if there are a lot coming in and the network has not integrated some sort of email alert system into the computers at work.
- ✔ Email lacks a personal touch. While some things are better off sent as written and typed messages, some things should be verbally relayed or written by hand in a note or letter.
- ✔ Email can be disruptive. Going through each email can be disruptive to work as it does require a bit of time. This disruption is decreased through the utilization of an email alert system.
- ✔ Email cannot be ignored for a long time. The thing with email is that it needs constant maintenance. If you ignore it, more and more messages will enter your inbox until it gets to the point that your inbox is no longer manageable.
- ✔ Email can cause misunderstandings. Because email does not include nonverbal communication, recipients may misinterpret the sender's message. This is particularly true of senders fail to go through their messages before they send them.
- ✔ Email messages can contain viruses. It's best to be aware of this possibility so that you are careful when opening messages from people you don't know, or when downloading attachments.
- ✔ Email should be kept short and brief. This is especially difficult if you are one to send messages that are too long.
- ✔ Email requires timely responses. While some people tend to disregard messages, those that require responses should be replied to as soon as they are received and read. If not, urgent and important messages may be left untended.



A Step Ahead

In the following video you can see the english for emails to make your emails clear and easy to understand by properly organising your writing:



1.3.- Now put it into practice.



Think About It

Imagine your boss, Mr. Johnson, asking you to contact Mr. Brown, one of RR company's clients. He wants you to inform him that 📦 his delivery will be shipped next Wednesday, October 15 and he asks you to send confirmation of the arrival.

How would you inform him by email? Write an email to inform him.

Show Feedback

Solution:

To: Mr. Carter.

From: Eva García.

Subject: **Consignment delivery.**

This e-mail is to inform you that your consignment will be delivered next Wednesday October 15th. Please send confirmation of its reception.

Thank you very much.

Eva García.



Now it's your turn

Are these sentences true or false?

Always begin your email with a friendly greeting.

- True.
- False.

Well done! Always begin your email with a friendly greeting.

Wrong

Solution

1. Correct Option
2. Wrong

No matter if you include 📦 acronyms and abbreviations in your email, but use them properly so that they won't be misunderstood and misinterpreted as being rude or demanding.

- True.
- False.

Wrong

Well done! Don't pepper your email with abbreviations and acronyms – they can be misunderstood and misinterpreted as being rude or demanding.

Solution

1. Wrong
2. Correct Option

Make sure that your reader knows what you expect them to do in response to your email. Convey your message clearly and concisely.

- True.
- False.

Well done! Avoid lack of clarity. Make sure that your reader knows what you expect them to do in response to your email. Convey your message clearly and concisely.

Wrong

Solution

1. Correct Option
2. Wrong

You should always sign off in a friendly way, but try not to end on a positive note. Be formal.

- True.
- False.

Wrong

Well done! You should always sign off in a friendly way and try to end on a positive note.

Solution

1. Wrong
2. Correct Option

You don't need to pay a lot of attention to your spelling, punctuation, and grammar. Writing an email is not like writing a formal letter.

- True.
- False.

Wrong

Well done! Pay attention to your spelling, punctuation, and grammar. Writing an email full of mistakes reduces your credibility with your reader.

Solution

1. Wrong
2. Correct Option

The subject line should be clear and concise. It should not contain negative words or expressions.

- True.
- False.

Well done! The subject line should be clear and concise. It should not contain negative words or expressions.

Wrong

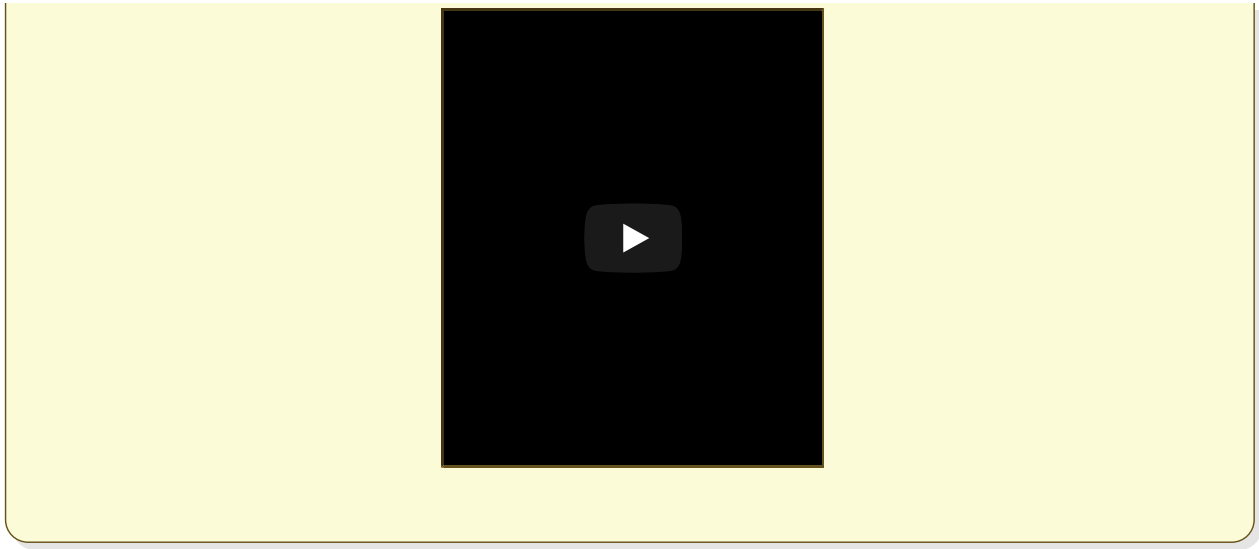
Solution

1. Correct Option
2. Wrong



A Step Ahead

In this video you can improve your emails. Find out more and practice!



2.- Formal and informal email forms.

To 📧 write down a successful formal email you must remember:

1. **Use a neutral email address.** Your email address should be a variation of your real name, not a username or nickname. Use 📧 periods, hyphens, or 📧 underscores to secure an email address that's just your name, without extra numbers or letters, if you can.
2. **Come up with a brief and descriptive subject.** E.g. Enquiry regarding sales position, request for volunteer application
3. 📧 **Double-check your message before sending to make sure that you have included everything that you need in your message.** Read your email out loud. Ask someone to 📧 proof-read the email for you as well.

In general, both an email and a letter in English follow a similar structure in terms of writing. The fundamental difference is that email is an immediate mode of communication that also allows you to incorporate attachments or multimedia elements in the body of the email (images, links, etc.) unlike the letter or postal mail. An email must have an adequate structure to be properly understood. You can follow these six simple steps to make sure your English emails are perfectly made.

1. Begin with a greeting.
2. Thank the recipient.
3. State your purpose.
4. Add your closing remarks.
5. End with a closing.
6. Sign with your full name.

1. Begin with a greeting

Use a 📧 proper salutation. Addressing the recipient by name is preferred. Use the person's title (Mr. Mrs. Ms. or Dr.) with their last name, followed by a comma or a colon. Optionally, you can precede the salutation with "Dear..." (but "Hello..." is acceptable as well, but a little more informal).

So, always open your email with a greeting, such as **"Dear Eva Garcia"**. If your relationship with the reader is formal, use their family name (eg. **"Dear Mrs. Johnson"**). If the relationship is more informal or casual, you can simply say, **"Hi Monica"**. If you don't know the name of the person you are writing to, use: 📧 **"To whom it may concern"** or **"Dear Sir/Madam"**.

Introduce yourself in the first paragraph. Also include why you're writing, and how you found that person's email address, or the opportunity you're writing about.

E.g. "My name is Colin Farris". "I'm contacting you to apply for the administrative assistant position listed on CareerXYZ.com."

2. Thank the recipient

If you are replying to a 📧 client's inquiry, you should begin with a line of thanks. For example, if someone has a question about your company, you can say, **"Thank you for contacting Acatur Company"**. If someone has replied to one of your emails, be sure to say, **"Thank you for your 📧 prompt reply"** or **"Thanks for getting back to me"**. It will make you appear more polite.

3. State your purpose

If you are starting the email communication, it may be impossible to include a line of thanks. 📧 **Instead, begin by stating your purpose.** For example, **"I am writing to enquire about ..."** or **"I am writing in reference to ..."**.

Make your purpose clear early on in the email, and then move into the main text of your email. Remember, people want to read emails quickly, so keep your sentences short and clear. You'll also need to pay careful attention to grammar, spelling and punctuation so that you present a professional image of yourself and your company.

Be sure to 📧 **get your point across and do not ramble on!** 📧 **Be direct and to the point, otherwise the reader may glance over the important details.**

The email should be no more than 5 paragraphs long, and each paragraph should be no more than 5 sentences long. Insert a line break between each paragraph (indenting isn't necessary).

4. Add your 📧 closing remarks

Before you end your email, it's polite to thank your reader one more time and add some polite closing remarks. You might start with **"Thank you for your patience and cooperation"** or **"Thank you for your consideration"** and then follow up with, **"If you have any questions or concerns, don't hesitate to let me know"** and **"I look forward to hearing from you"**.

5. End with a closing

The last step is to include an appropriate closing with your name. 🙌 **Use the correct form of leave-taking.** "Yours sincerely", "Yours cordially", "Respectfully", "Best", "Best regards", "Sincerely", and "Thank you" are all professional. Avoid closings such as "Best wishes" or "Cheers" unless you are good friends with the reader. Finally, before you hit the send button, review and spell check your email one more time to make sure it's 🙌 truly perfect!

6. Sign with your full name. If you have a job title, include that in the line after your name, and write the company name or website in the line after that. If you do not have a job title but you have your own blog or website related to the content of the email, include a link to that below your name.



Translation

Show Feedback

En general, tanto un correo electrónico como una carta en inglés siguen una estructura similar en términos de escritura. La diferencia fundamental es que el correo electrónico es un modo de comunicación inmediato que también le permite incorporar archivos adjuntos o elementos multimedia en el cuerpo del correo electrónico (imágenes, enlaces, etc.) a diferencia de la carta o el correo postal. Un correo electrónico debe tener una estructura correcta para ser entendido adecuadamente. Puede seguir estos seis simples pasos para asegurarse de que sus correos electrónicos en inglés estén perfectamente hechos.

1. Comience con un saludo.
2. Dar las gracias al destinatario.
3. Indique su propósito.
4. Agregue sus observaciones finales.
5. Termine con un cierre.
6. Firma con su nombre completo.

1. Comience con un saludo.

Use un saludo adecuado. Dirigirse al destinatario por su nombre es preferible. Use el título de la persona (Sr. Sra. O Dr.) con su apellido, seguido de una coma o dos puntos. Opcionalmente, puede preceder el saludo con "Estimado ..." (pero "Hola ..." también es aceptable, pero un poco más informal). Por lo tanto, siempre abra su correo electrónico con un saludo, como "Querida Eva Garcia". Si su relación con el lector es formal, use su apellido (por ejemplo, "Estimada Sra. Johnson"). Si la relación es más informal o informal, simplemente puede decir "Hola Mónica". Si no sabe el nombre de la persona a la que le está escribiendo, utilice: "A quien corresponda" o "Estimado señor / señora". Preséntase en el primer párrafo. También incluya por qué está escribiendo y cómo encontró la dirección de correo electrónico de esa persona, o la oportunidad sobre la que está escribiendo. Pej. "Mi nombre es Colin Farris". "Me estoy comunicando con usted para solicitar el puesto de asistente administrativo que figura en CareerXYZ.com".

2. Agradezca al destinatario.

Si está respondiendo a la consulta de un cliente, debe comenzar con una línea de agradecimiento. Por ejemplo, si alguien tiene una pregunta sobre su empresa, puede decir: "Gracias por ponerse en contacto con Acatur Company". Si alguien ha respondido a uno de sus correos electrónicos, asegúrese de decir, "Gracias por su pronta respuesta" o "Gracias por responderme". Le hará parecer más educado.

3. Indique su propósito.

Si está iniciando la comunicación por correo electrónico, puede ser imposible incluir una línea de agradecimiento. En cambio, comience declarando su propósito. Por ejemplo, "Le escribo para preguntar sobre ..." o "Estoy escribiendo en referencia a ...". Deje claro su propósito al principio del correo electrónico y luego pase al texto principal de su correo electrónico. Recuerde, la gente quiere leer correos electrónicos rápidamente, así que mantenga sus oraciones cortas y claras. También deberá prestar especial atención a la gramática, la ortografía y la puntuación para presentar una imagen profesional de usted y su empresa. ¡Asegúrese de expresar su punto de vista y no divague! Sea directo y al grano, así el lector podrá echar un vistazo a los detalles importantes. El correo electrónico no debe tener más de 5 párrafos y cada párrafo no debe tener más de 5 oraciones. Inserte un salto de línea entre cada párrafo.

4. Agregue sus observaciones finales.

Antes de finalizar su correo electrónico, es cortés agradecerle a su lector una vez más y agregar algunos comentarios corteses de cierre. Puede comenzar con "Gracias por su paciencia y cooperación" o

“Gracias por su consideración” y luego continuar con “Si tiene alguna pregunta o inquietud, no dude en hacérmelo saber” y “Espero escuchar de ti”.

5. Termina con un cierre.

El último paso es incluir un cierre apropiado con su nombre. Use la forma correcta de despedirse. "Atentamente", "Cordialmente", "Respetuosamente", "Un saludo", "Saludos cordiales", "Atentamente" y "Gracias" son todos profesionales. Evite cierres como "Mis mejores deseos" o "Saludos" a menos que sea un buen amigo del lector. Finalmente, antes de presionar el botón de enviar, revise y revise la ortografía de su correo electrónico una vez más para asegurarse de que sea realmente perfecto. **6.**

Firme con su nombre completo.

Si tiene un título de trabajo, inclúyalo en la línea después de su nombre y escriba el nombre de la empresa o el sitio web en la línea después de eso. Si no tiene un título de trabajo pero tiene su propio blog o sitio web relacionado con el contenido del correo electrónico, incluya un enlace debajo de su nombre.

2.1.- What words and sentences should be used in formal and informal emails/letters.

Here you have a number of standard phrases used for emails:

You can begin your email/letter with:

Formal	Informal
<ul style="list-style-type: none"> ✓ <i>Dear Sir/Madam: (Dear + Recipient's last name)</i> ✓ <i>Dear Mr./Mrs. Johnson:</i> ✓ <i>Good Morning, Mr. Johnson:</i> ✓ <i>To whom it may concern,</i> 	<ul style="list-style-type: none"> ✓ <i>Hi / Hello Eva: (Informal. Hi / Hello+ Recipient's first name)</i> ✓ <i>Dear Eva: (Informal. Dear + Recipient's first name)</i> ✓ <i>My dear Eva: (Informal)</i>

You can end it with:

Formal	Informal
<ul style="list-style-type: none"> ✓ <i>👉 Yours faithfully,</i> ✓ <i>Your sincerely,</i> ✓ <i>I look forward to meeting you.</i> ✓ <i>I look forward to hear from you without delay.</i> ✓ <i>I hope to hear from you at your earliest convenience.</i> 	<ul style="list-style-type: none"> ✓ <i>Best.</i> ✓ <i>All the best.</i> ✓ <i>Hope to hear from you soon.</i> ✓ <i>I can't wait to meet up soon.</i> ✓ <i>Write me back soon.</i> ✓ <i>Look forward to seeing you / hearing from you.</i> ✓ <i>👉 Xoxo, Keep in touch, All the best, Best wishes.</i> ✓ <i>👉 Yours truly,</i> ✓ <i>With best wishes / Best wishes,</i> ✓ <i>Sincerely,</i>

You can start it with:

Formal	Informal
<ul style="list-style-type: none"> ✓ <i>Thank you for your email/letter about</i> ✓ <i>Many thanks for your email /letter...</i> ✓ <i>I'm writing to request information about/inform you about/complain about,...</i> ✓ <i>I'm writing with reference to your email/letter...</i> ✓ <i>I would like to offer my congratulations on ...</i> ✓ <i>Let me congratulate you on</i> 	<ul style="list-style-type: none"> ✓ <i>Thanks for your email/letter.</i> ✓ <i>Thanks for writing to me.</i> ✓ <i>It was great to hear from you again.</i> ✓ <i>I'm writing to tell you about ...</i> ✓ <i>👉 Guess what?</i> ✓ <i>How are things with you?</i> ✓ <i>I'm sorry I haven't written for a while ...</i>

Another useful words in formal and informal emails and letters:

Making reference:

- ✓ *About...*
- ✓ *With reference to ...*
- ✓ *Thanks for your email regarding ...*
- ✓ *I apologise for the delay in replying to your mail.*

Replying to a request:

- ✓ *Here is / Here are...*
- ✓ *Thanks for...*

Providing information:

- ✓ *A quick note to tell you...*
- ✓ *I'm writing to you in connection with ...*
- ✓ *👉 Just to let you know...*

Confirming:

APTIS: frases para la Expresión Escrita

Frases formales

- Dear Mr/ Ms + family name
- I apologise for the delay in replying to your email.
- Thank you for your email regarding...
- I hope this email finds you well.
- I am writing to you in connection with...
- Could you possibly help me with / give some information about...?
- May I suggest...? I'd probably advise you to...
- Unfortunately there have been some issues with...
- I'm available for ...whenever it suits you best.
- I look forward to hearing from you.
- If you need any further information, please do not hesitate to contact me.
- Yours sincerely/ Sincerely yours

Frases informales

- Hi + first name + !
- Sorry for taking ages to get back to you.
- It was great to get your mail about...
- How's it going?/ How are things?
- Writing about...
- Can you do me a favour? / I need a hand with...
- You really must.../ You can't miss...
- ... was totally unacceptable / an utter mess
- Just tell me when... and I'll make sure to be there.
- Talk soon!/ Don't be a stranger.
- If you need any more info, just drop me a line.
- Hugs and kisses/ Lots of love,



- ✔ *Just to confirm that...*
- ✔ *Unfortunately there have been some issues with ...*
- ✔ *I'm available for whenever it suits you best.*

Asking for information or advice:

- ✔ *Could you possibly help me with / give me some information about ...?*
- ✔ *Can you tell me about...*
- ✔ *Could you tell me if...*
- ✔ *Please tell me about...*
- ✔ *Please let us know about...*

Explaining and clarifying:

- ✔ *Here's some information about...*
- ✔ *If you need any further information, please don't hesitate to contact me.*
- ✔ *Just to clarify...*

Enclosing information:

- ✔ *Attached is ...*
- ✔ *Please find attached a ...*
- ✔ *We are sending you a copy of ...*
- ✔ *We have pleasure in enclosing our latest catalogue, current price list, brochure, discounts and method of payment...*



Translation

Could you write a sample e-mail meeting request?

Show Feedback

Here you are an example:

 [Sample e-mail meeting request.](#)



Quotation

What does XOXO Mean? When can you use it? [Example](#)



2.2.- More phrases and words about emails.

Apologising.

- ✓ *Sorry for...*
- ✓ *Sorry about...*

Arranging a meeting.

- ✓ 📅 *See you on...*
- ✓ 📅 *Let's meet up to discuss...*

Requesting.

- ✓ *Could you...*
- ✓ *Please could I have...*
- ✓ *Please could you give me...*
- ✓ *Please send me...*

Establishing context.

- ✓ *Could you give me some information about...*
- ✓ *Mrs. Smith asked me to write to you about...*
- ✓ *Would you be interested in...*

Offering help.

- ✓ *Don't hesitate to contact us for further information.*
- ✓ *We will be pleased to send you further information.*
- ✓ *Let me know if you'd like any other information.*
- ✓ *Feel free to contact me...*

For urgent matters.

- ✓ *Please 📧 get back to me asap 📧 .*
- ✓ *Please reply 📧 asap 📧 .*

Sometimes abbreviations are used in emails.

- ✓ AFAIK: *As far as I know.*
- ✓ HTH: *Hope this helps.*



Think about it

What do you think the following abbreviations mean?

- ✓ ASAP.
- ✓ FYI.
- ✓ IMO.
- ✓ BTW.
- ✓ CUL.
- ✓ POV.
- ✓ TTFN.
- ✓ TIA.

Show Feedback

- ✓ ASAP: As Soon As Possible.
- ✓ FYI: For Your Information.
- ✓ IMO: In My Opinion.
- ✓ BTW: By The Way.
- ✓ CUL: See You Later.
- ✓ POV: Point Of View.
- ✓ TTFN: Ta Ta (Bye) For Now.

✔ TIA: Thanks In Advance.

2.3.- Formal and informal examples.



Look at these examples about formal and informal emails.

How would you change these emails to make them sound more professional? Use expressions that mean the same as the underlined expressions.

From: matt.pliper@rrcorp.co.uk
 To: david.johnson@rrcorp.co.uk
 CC: eva.garcia@rrcorp co.uk
 Subject: **Request. Catalogue with price list.**

Dear Mr. Johnson,

Yesterday I took a brochure of your products from my postbox. We are thinking about changing some of the windows in our office and I was wondering if you could send me your current catalogue together with the price list, as well as any possible discount you may offer.

Look forward to hearing from you.

Yours sincerely,

Ms. Corsis

Financial Manager

From: matt.pliper@rrcorp.co.uk
 To: david.johnson@rrcorp.co.uk
 CC: eva.garcia@rrcorp co.uk
 Subject: **Advertising budget.**

Hi David,

Thanks for your email asking for ways of reducing the advertising budget. I'm sending this email to Nora Peterson too. With this email, you'll find a word document with specific plans for this. Please let me know if you can't open the document that comes with this email. I'm sending it to the rest of the board.

Send me a reply soon.

Bye,

Matt Pliper

From: matt.pliper@rrcorp.co.uk
 To: eva.garcia@rrcorp co.uk
 CC: david.johnson@rrcorp.co.uk
 Subject: **Comittee Meeting.**

Hi Eva,

I'm afraid Mr. Johnson will not be in London in May and so he can't attend the committee meeting 23th May. Could it be putt off to the following week?

Please, check your availability and suggest a date and time.

Thank you.

Matt Pliper

From: matt.pliper@rrcorp.co.uk

To: eva.garcia@rrcorp.co.uk

CC: david.johnson@rrcorp.co.uk

Subject: **Meeting in June.**

Dear Mr. Silvem,

I've received your message and, in answer to your question, a meeting at your office next June 3th will be fine. Please, bring all the documents we need.

Don't hesitate to call me or email me if you need anything else before then.

Best regards,

Matt Pliper

From: matt.pliper@rrcorp.co.uk

To: robert.coleman@rrcorp.co.uk

CC: david.johnson@rrcorp.co.uk

Subject: **Cooperation agreement.**

Dear Robert,

To celebrate the signing of the agreement between our two companies, we would like to invite you to participate in our annual sales meeting, which is taking place this year in Valladolid, July 2-15.

Please feel free to bring another person with you as our guest if you would like to join us.

I hope this will be possible. Please let us know.

Best regards,

Matt.

From: matt.pliper@rrcorp.co.uk

To: interns

CC: david.johnson@rrcorp.co.uk

Subject: **Staff meeting.**

Hello team,

👉 Hereby, I would like to inform you that our monthly staff meeting will be 📅 held on October 10 in Rose Building.

I have attached the agenda, but please feel free to add any items by replying to this email at least a day before our meeting.

Make sure to be prepared and updated on your departments' subjects.

Should you have any questions please feel free to contact me at any time.

Have a nice day!

Best regards,

Matt Pliper

[Show Feedback](#)

Hi David,

Thanks for your email asking for ways of reducing the advertising budget. I'm **copying Eva Garcia in on this. Please find attached** a word document with specific plans for this. Please let me know if you can't open the **attachment**. I'm **forwarding** it to rest of the board.

Hope to hear from you soon. / Looking forward to hearing from you.

Best wishes / Kind regards,

Matt Pliper

2.4.- Now put it into practice.



Now it's your turn

Match the bodies of emails with their responses. Write A, B or C in the central column.

Matching exercise.

Body of emails	Match	Response
Dear Eva, Just a quick note to tell you that the meeting has been arranged for Tuesday next week at 11:30 a.m. All the trainees are expected to attend. I look forward to seeing you there. Kind regards,	<input type="checkbox"/>	A. Thanks for the info. I have already marked the date on my calendar.
Hi Louis, Just a quick email to remind you that we have a very important conference next Thursday. Please remember to bring the presentation with you. All the best,	<input type="checkbox"/>	B. About the meeting on Tuesday next week, I know I should go but, I was wondering... do I really have to go?
Dear colleagues, The fire alarms are going to be tested next Friday at 8. This is going to happen on a weekly basis. Best wishes,	<input type="checkbox"/>	C. See you at the conference with the presentation.

Submit



Now it's your turn

Fill in gaps with the best word:

- Let me know if you'd like any other [redacted] .
- Hope to hear [redacted] you soon.
- I look [redacted] to meeting you.
- Many thanks [redacted] your email.
- I would like to offer congratulations [redacted] ...
- It was [redacted] to hear from you again.
- How are [redacted] with you?
- XO [redacted]

Submit

- Let me know if you'd like any other information .
- Hope to hear from you soon.
- I look forward to meeting you.
- Many thanks for your email.
- I would like to offer congratulations on ...
- It was great to hear from you again.
- How are things with you?
- XOXO



Think about it

Write in the forum:

What do you use email for? How many times do you use email? Does email save time or does it just make more work? Should employees send and receive **personal emails** at work?

3.- Grammar: Past simple and past continuous.



Think about it

What is the difference between them? Read the following sentences carefully and think about it. You can see the answer below.

AFFIRMATIVE FORM	NEGATIVE FORM
<ul style="list-style-type: none">✔ <i>I cleaned my room every day.</i>✔ <i>I was cleaning my room every day.</i>	<ul style="list-style-type: none">✔ <i>I didn't clean my room every day.</i>✔ <i>I wasn't cleaning my room every day.</i>

Show Feedback

Did you remember the present and present continuous in Unit 1? That is similar but in the past tense.

As you probably know, the difference between the sentences is that in the first sentence is simple past tense for talking about something that happened in the past. However the second is the continuous past, it is used for actions that were happening at a specific time in the past. Like the present continuous, it is formed with the past form of the auxiliary verb "to be" and the verb + ing.



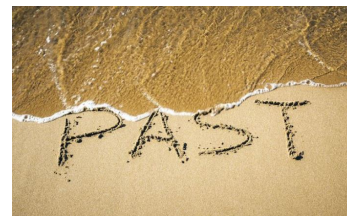
3.1.- Past simple. Forms and Uses.

Past simple		
	FORMS	EXAMPLES
AFFIRMATIVE	Subject + verb (in past tense, can be regular or irregular verbs) + Complement	I/You/He/She/It/We/They worked in the main office.
NEGATIVE	Subject + didn't + verb (in present tense) + Complement	I/You/He/She/It/We/They didn't work in the main office.
QUESTIONS	Did + Subject + verb (in present tense) + Complement?	Did I/You/He/She/It/We/They work in the main office?

We use the past simple to:

1. We use the past simple to refer to states and actions which finished in the past.

- ✓ He **left** for Australia yesterday.
- ✓ When I **was** young, I **wanted** to be a pilot.
- ✓ John Cabot **sailed** to America in 1498.
- ✓ My father **died** last year.
- ✓ He **lived** in Fiji in 1976.
- ✓ He **didn't go** to bed early last night.
- ✓ My parents **came** to visit me last July.



2. The action can be short, long or repeated.

- ✓ They **took** a taxi to get here.
- ✓ The flight **lasted** 5 hours.
- ✓ I **took** the same train every Monday.

3. Remember that some verbs are normally used in simple tenses only.

- ✓ They **owned** six shops in Valladolid alone.
- ✓ They **weren't** in Rio last summer.
- ✓ We **didn't know** the market forecast.
- ✓ We **didn't have** time to visit the Eiffel Tower.
- ✓ **Did** our guests **like** the food?
- ✓ **Did you have** a bicycle when you were young?
- ✓ **Did you do** much climbing in Switzerland?

The simple past is associated with certain temporal expressions that indicate:

- ✓ **Frecuencia:** *often, sometimes, always.*
 - ◇ I **sometimes walked** home at lunchtime.
 - ◇ I **often brought** my lunch to school.
- ✓ **Un tiempo determinado:** *last week, when I was a child, yesterday, six weeks ago.*
 - ◇ We **saw** a good film last week.
 - ◇ Yesterday, I **arrived** in Geneva.
 - ◇ She **finished** her work at seven o'clock.
 - ◇ I **went** to the theatre last night.
- ✓ **Un tiempo indeterminado:** *the other day, ages ago, a long time ago.*
 - ◇ People **lived** in caves a long time ago.
 - ◇ She **played** the piano when she was a child.

Note: **ago** is useful to express time distance in the past. It is placed after the period of time in question: a week ago, three years ago, a minute ago.



Translation

Click to read the Spanish explain.

Show Feedback

El **pasado simple** se utiliza para hablar de una **acción que concluyó** en un tiempo **anterior al actual**. La duración no es relevante. El tiempo en que se sitúa la acción puede ser el pasado reciente o un pasado lejano.

- ✓ Para formar el **pasado simple**:
 - ✦ Se añade -ed a los verbos regulares.
 - ✦ Si el verbo acaba en "-y" precedida de consonante se sustituye la "y" por "i" y se añade "-ed".
 - ✦ Los verbos irregulares tendremos que aprenderlos, con la ayuda de la lista de verbos irregulares o un buen diccionario.
- ✓ **Forma negativa**:
 - ✦ Sujeto+did not+verbo principal.
- ✓ **Forma interrogativa**:
 - ✦ Did+sujeto+(not)+verbo principal?

El pasado simple va asociado a ciertas expresiones temporales que indican:

- ✓ **frecuencia**: *often, sometimes, always*.
 - ✦ I sometimes **walked** home at lunchtime.
 - ✦ I often **brought** my lunch to school.
- ✓ **un tiempo determinado**: *last week, when I was a child, yesterday, six weeks ago*.
 - ✦ We **saw** a good film *last week*.
 - ✦ *Yesterday*, I **arrived** in Geneva.
 - ✦ She **finished** her work at *seven o'clock*.
 - ✦ I **went** to the theatre *last night*.
- ✓ **un tiempo indeterminado**: *the other day, ages ago, a long time ago* People **lived** in caves a *long time ago*.
 - ✦ She **played** the piano *when she was a child*.

Nota: el término **ago** es útil para expresar distancia temporal en el pasado. Se coloca **después** del periodo de tiempo de que se trate: *a week ago, three years ago, a minute ago*.

3.2.- Past continuous. Forms and Uses.

Past continuous		
	FORMS	EXAMPLES
AFFIRMATIVE	Subject + was/were + verb -ing + Complement	I/He/She/It was working in the main office. We/They/You were working in the main office.
NEGATIVE	Subject + wasn't/weren't + verb -ing + Complement	I/He/She/It wasn't working in the main office. We/They/You weren't working in the main office.
QUESTIONS	Was/Were + Subject + verb -ing + Complement?	Was I/He/She/It working in the main office. Were We/They/You working in the main office?

We use the past continuous to:


1. Talk about actions that were not yet finished and continued over a period of time.

✓ At that time, we **were** still **trying** to  solve our  recruitment problem.

2. Sometimes this period of time includes another event which is completed.

- ✓ She **had** an accident while she **was driving** to work.
- ✓ I **was talking** to him on the phone when I **heard** an explosion.
- ✓ I **was living** in New York when I **met** Kathy.
- ✓ She **was eating** lunch when the phone **rang**.
- ✓ He **was already working** when I **finished** university.
- ✓ I **was sleeping** when she **arrived**.
- ✓ I **lost** my passport while I **was travelling** in Japan.

3. Refer to situations that were changing over time in the past.

- ✓ During the 1990s, many of the older industries **were closing** down.
- ✓ At that time, we **were coming** out of recession and things **were**  **improving**.



Translation

Click to read the Spanish explain.

Show Feedback

El pasado continuo se utiliza para acciones que estaban pasando en un momento específico en el pasado. Como el presente continuo, se forma con el verbo auxiliar **“to be”** y el verbo+ing. **Para formar el pasado continuo se utiliza el verbo auxiliar “to be” y el verbo+ing.** El verbo auxiliar **“to be”** está en el pasado simple, pero ten en cuenta que **“to be”** es un verbo irregular.

1. El pasado continuo en inglés se usa para acciones que comenzaron en el pasado y de las que se quiere remarcar la duración. Para hablar de acciones que aún no se terminaron y continuaron durante un período de tiempo.
2. A veces, este período de tiempo incluye otro evento que se completa.
3. Se refiere a situaciones que cambiaron con el tiempo en el pasado.

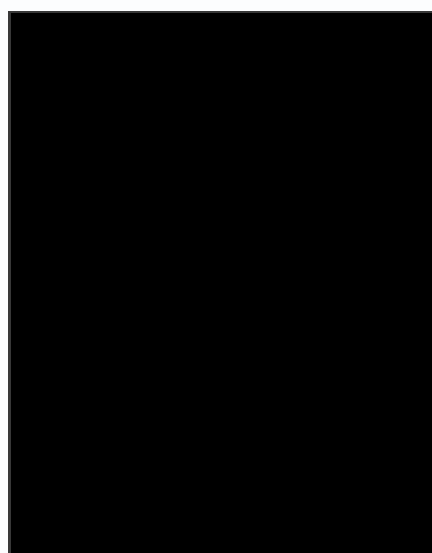
En particular, suele usarse en combinación con el pasado simple cuando se quiere hablar de una acción que estaba en curso y fue interrumpida por otra.

- ✓ Afirmativa: sujeto + *was/were* + verbo con -ing (*I was talking*)
- ✓ Negativa: sujeto + *was/were* + not + verbo con -ing (*You weren't listening*)
- ✓ Interrogativa: *was/were* + sujeto + verbo con -ing (*Was Sam singing?*)



A Piece of Advice

In the next funny video you can improve your grammar about the past continuous:



[Summary text.](#)

3.3.- Regular verbs.

Regular verbs are verbs that follow a rule or regular pattern when switching between forms. To understand regular verbs, you first need to know about verbs and verb tenses.

If the present tense verb ends with a **vowel**, only **'d'** is added. For example:

Present	Past
Share	Shared (Share-d)
Like	Liked (Like-d)
Dare	Dared (Dare-d)
Love	Loved (Love-d)

If the present tense verb ends with a **consonant**, **'ed'** is added. For example:

Present	Past
Want	Wanted (Want-ed)
Shout	Shouted (Shout-ed)
Kill	Killed (Kill-ed)

Useful **regular verbs list** in English:

Regular verbs list.

Present.	Past & Participle.	Translation.
act	Acted	Actuar
add	Added	Sumar, añadir
aid	Aided	Ayudar
arrest	Arrested	Arrestar
assist	Assisted	Ayudar
attend	Attended	Asistir, ir
address	Addressed	Dirigirse
advertise	Advertised	Anunciar
amuse	Amused	Entretener
approach	Approached	Acercarse
ask	Asked	Preguntar, pedir
accompany	Accompanied	Acompañar
accustom	accustomed	Acostumbrar
agree	agreed	Estar de acuerdo
annoy	annoyed	Molestar

answer	answered	Responder
appeal	appealed	Atraer
appear	appeared	Aparecer
arrange	arranged	Arreglar, ordenar
arrive	arrived	Llegar
appeal	appealed	Atraer
appear	appeared	Aparecer
arrange	arranged	Arreglar, ordenar
board	boarded	Abordar
balance	balanced	Equilibrar
banish	banished	Desterrar
bark	barked	Ladrar
bless	blessed	Bendecir
brush	brushed	Cepillar
behave	behaved	Comportarse
belong	belonged	Pertenecer
beg	begged	suplicar, mendigar
believe	believed	Creer
boil	boiled	Hervir
breathe	breathed	Respirar
complete	completed	Completar
consist	consisted	Consistir
count	counted	Contar
close	closed	Cerrar
cook	cooked	Cocinar
crash	crashed	Chocar
cross	crossed	cruzar
call	called	Llamar
care	cared	Cuidar
carry	carried	Llevar
change	changed	Cambiar
check	checked	Comprobar
charge	charged	cargar, cobrar
clean	cleaned	Limpiar

climb	climbed	escalar, subir
comb	combed	Peinar
cover	covered	Cubrir
cry	cried	Llorar
crawl	crawled	gatear, arrastrarse
dance	danced	bailar
dress	dressed	vestir
drop	dropped	dejar caer
dial	dialed	sintonizar, marcar
die	died	morir
declare	declared	declarar
delay	delayed	retrasar
deliver	delivered	entregar
deny	denied	negar
dine	dined	cenar
dry	dried	secar
enclose	enclosed	incluir, encerrar
enjoy	enjoyed	disfrutar
engage	engaged	comprometerse
envy	envied	envidiar
express	expressed	expresar
exclaim	exclaimed	exclamar
explain	explained	explicar
fail	failed	fracasar, fallar, suspender (un examen, prueba)
fasten	fastened	abrochar
file	filed	archivar
fill	filled	llenar
fire	fired	echar del trabajo, disparar
follow	followed	seguir
frighten	frightened	espantar
fry	fried	freir
finish	finished	terminar
fish	fished	pescar
fix	fixed	fixed

gain	gained	ganar
guess	guessed	adivinar
help	helped	ayudar
hope	hoped	esperar, desear
happen	happened	suceder
hurry	hurried	apurar (se)
imagine	imagined	imaginar
iron	ironed	planchar
judge	judged	juzgar
kiss	kissed	besar
kill	killed	matar
laugh	laughed	reír
leak	leaked	gotear
like	liked	gustar
lock	locked	cerrar con llave
look	looked	mirar
mark	marked	marcar, señalar
milk	milked	ordeñar un animal
miss	missed	echar de menos, perder un medio de transporte.
manage	managed	manejar
marry	married	casar (se)
massage	massaged	masajear
measure	measured	medir
move	moved	mover, trasladarse de casa.
observe	observed	observar
offer	offered	ofrecer
open	opened	abrir
order	ordered	ordenar
perform	performed	actuar, realizar, ejecutar
phone	phoned	telefonar
plan	planned	planear
play	played	jugar, tocar
plough	ploughed	arar

pour	poured	derramar, verter
pray	prayed	orar
prefer	preferred	preferir
prepare	prepared	preparar
pull	pulled	tirar
park	parked	estacionar, aparcar
pass	passed	pasar, aprobar (examen, prueba)
pick	picked	recoger
please	pleased	complacer
polish	polished	pulir
practise	practised	practicar
promise	promised	prometer
pronounce	pronounced	pronunciar
punish	punished	castigar
push	pushed	empujar
repeat	repeated	repetir
report	reported	reportar, informar
request	requested	solicitar, pedir
rest	rested	descansar
reach	reached	alcanzar
refuse	refused	rehusar
raise	raised	levantar
rain	rained	llover
realize	realized	darse cuenta
register	registered	matricularse, registrar
receive	received	recibir
Remain	remained	quedar, sobrar
Remember	remembered	recordar
Repair	repaired	reparar
Require	required	requerir, necesitar.
Reserve	reserved	reservar, guardar
Row	rowed	remar
Resolve	resolved	resolver
Return	returned	retornar, volver

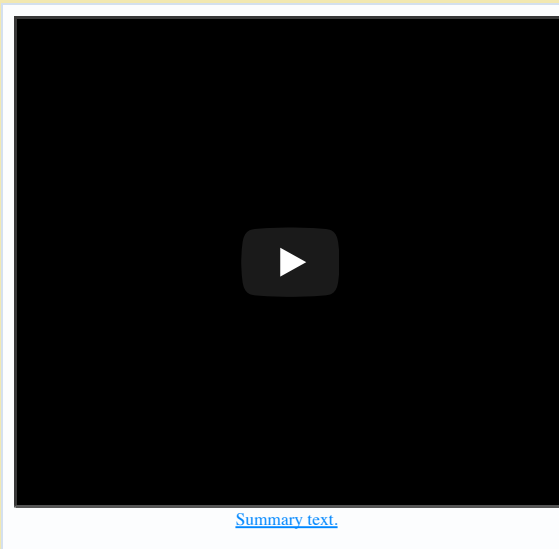
Search	searched	buscar, registrar
Save	saved	salvar
Serve	served	servir, ahorrar
settle	settled	arreglar, establecer
sign	signed	firmar
smile	smiled	sonreír
snow	snowed	nevar
spill	spilled	derramar
stay	stayed	permanecer, quedarse
study	studied	estudiar
suffer	suffered	sufrir
swallow	swallowed	tragar
slip	slipped	resbalar
smoke	smoked	fumar
stop	stopped	detener, parar
switch	switched	conectar, accionar
stretch	stretched	estirar
talk	talked	conversar
thank	thanked	agradecer
touch	touched	tocar, palpar
trap	trapped	atrapar
tire	tired	cansar, fatigar
train	trained	entrenar
travel	travelled (UK) traveled (USA)	viajar
trouble	troubled	molestar
try	tried	tratar, intentar
turn	turned	girar, voltear
unpack	unpacked	deshacer el equipaje.
use	used	usar
visit	visited	visitar
wait	waited	esperar
want	wanted	querer, requerir
walk	walked	caminar
wash	washed	lavar

watch	watched	observar, mirar
wish	wished	desear, anhelar
work	worked	trabajar
wrap up	wrapped up	envolver
wreck	wrecked	naufragar
warm	warmed	calentar
warn	warned	advertir
water	watered	regar
weigh	weighed	pesar
whistle	whistled	silbar



A Piece of Advice

In the next video you can improve your grammar about regular verbs in past simple:



3.4.- Irregular verbs.

Irregular verbs are those that **are not conjugated** in the past or past participle following some rule or regular pattern, therefore, the only way to know the past form of this type of verbs is to know them by heart.

Here is a commonly used [irregular verbs list](#) with their base form, simple past form and the past participle.

Irregular verbs list.

<i>Present</i>	<i>Past</i>	 <i>Participle</i>	<i>Translation</i>
arise	arose	arisen	<i>surgir</i>
be	was / were	been	<i>ser, estar</i>
beat	beat	beaten	<i>golpear</i>
become	became	become	<i>convertirse</i>
begin	began	begun	<i>comenzar</i>
bet	bet/betted	bet/betted	<i>apostar</i>
bite	bit	bitten	<i>morder</i>
bleed	bled	bled	<i>sangrar</i>
blow	blew	blown	<i>soplar</i>
break	broke	broken	<i>romper</i>
bring	brought	brought	<i>traer</i>
build	built	built	<i>construir</i>
buy	bought	bought	<i>comprar</i>
catch	caught	caught	<i>atrapar</i>
choose	chose	chosen	<i>elegir</i>
come	came	come	<i>venir</i>
cost	cost	cost	<i>costar</i>
creep	crept	crept	<i>arrastrarse</i>
cut	cut	cut	<i>cortar</i>
deal	dealt	dealt	<i>dar, repartir, tratar</i>
do	did	done	<i>hacer</i>
draw	drew	drawn	<i>dibujar</i>
dream	dreamt/dreamed	dreamt/dreamed	<i>soñar</i>
drink	drank	drunk	<i>beber</i>
drive	drove	driven	<i>conducir</i>
eat	ate	eaten	<i>comer</i>
fall	fell	fallen	<i>caer</i>

feed	fed	fed	<i>alimentar</i>
feel	felt	felt	<i>sentir</i>
fight	fought	fought	<i>pelear</i>
find	found	found	<i>encontrar</i>
flee	fled	fled	<i>huir</i>
fly	flew	flown	<i>volar</i>
forget	forgot	forgotten	<i>olvidar</i>
forgive	forgave	forgiven	<i>perdonar</i>
forsake	forsook	forsaken	<i>abandonar</i>
freeze	froze	frozen	<i>congelar</i>
get	got	got	<i>tener, obtener</i>
give	gave	given	<i>dar</i>
go	went	gone	<i>ir</i>
grind	ground	ground	<i>moler</i>
grow	grew	grown	<i>crecer</i>
hang	hung	hung	<i>colgar</i>
have	had	had	<i>tener</i>
hear	heard	heard	<i>oír</i>
hide	hid	hidden	<i>escondarse</i>
hit	hit	hit	<i>golpear</i>
hold	held	held	<i>tener, mantener</i>
hurt	hurt	hurt	<i>herir, doler</i>
keep	kept	kept	<i>guardar</i>
kneel	knelt	knelt	<i>arrodillarse</i>
know	knew	known	<i>saber</i>
lead	led	led	<i>encabezar, dirigir</i>
learn	learnt/learned	learnt/learned	<i>aprender</i>
leave	left	left	<i>dejar, marcharse, salir</i>
lend	lent	lent	<i>prestar</i>
let	let	let	<i>dejar, dar permiso</i>
lie	lay	lain	<i>tumbarse, echarse, yacer</i>
lose	lost	lost	<i>perder</i>
make	made	made	<i>hacer</i>
mean	meant	meant	<i>significar, querer decir</i>

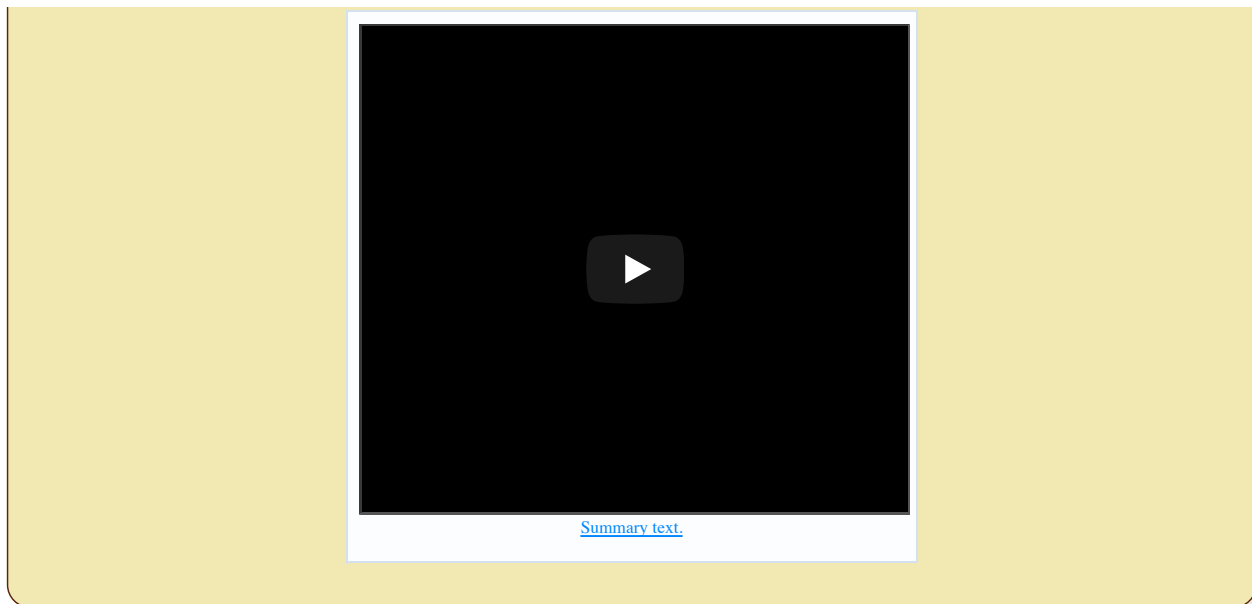
meet	met	met	<i>conocer, encontrar, quedar con</i>
pay	paid	paid	<i>pagar</i>
put	put	put	<i>poner</i>
quit	quit/quitted	quit/quitted	<i>abandonar</i>
read	read	read	<i>leer</i>
ride	rode	ridden	<i>montar, ir</i>
ring	rang	rung	<i>llamar por teléfono</i>
rise	rose	risen	<i>elegir</i>
run	ran	run	<i>correr</i>
say	said	said	<i>decir</i>
see	saw	seen	<i>ver</i>
sell	sold	sold	<i>vender</i>
send	sent	sent	<i>enviar</i>
set	set	set	<i>fijar, establecer, poner</i>
sew	sewed	sewn/sewed	<i>coser</i>
shake	shook	shaken	<i>sacudir, agitar</i>
shine	shone	shone	<i>brillar</i>
shoot	shot	shot	<i>disparar</i>
show	showed	shown/showed	<i>mostrar</i>
shrink	shrank/shrunk	shrunk	<i>encoger</i>
shut	shut	shut	<i>cerrar</i>
sing	sang	sung	<i>cantar</i>
sink	sank	sunk	<i>hundir</i>
sit	sat	sat	<i>sentarse</i>
sleep	slept	slept	<i>dormir</i>
slide	slid	slid	<i>deslizar</i>
sow	sowed	sown/sowed	<i>sembrar</i>
speak	spoke	spoken	<i>hablar</i>
spell	spelt/spelled	spelt/spelled	<i>deletrear</i>
spend	spent	spent	<i>gastar, pasar tiempo</i>
spill	spilt/spilled	spilt/spilled	<i>derramar</i>
split	split	split	<i>partir, dividir en dos</i>
spoil	spoilt/spoiled	spoilt/spoiled	<i>estropear, mimar</i>
spread	spread	spread	<i>extenderse</i>

stand	stood	stood	<i>estar de pie</i>
steal	stole	stolen	<i>robar</i>
sting	stung	stung	<i>picar, clavar el aguijón</i>
stink	stank/stunk	stunk	<i>apestar</i>
strike	struck	struck	<i>golpear</i>
swear	swore	sworn	<i>jurar</i>
sweep	swept	swept	<i>barrer</i>
swim	swam	swum	<i>nadar</i>
take	took	taken	<i>tomar</i>
teach	taught	taught	<i>enseñar</i>
tear	tore	torn	<i>romper</i>
tell	told	told	<i>decir</i>
think	thought	thought	<i>pensar</i>
throw	threw	thrown	<i>lanzar</i>
tread	trode	trodden/trod	<i>pisar</i>
understand	understood	understood	<i>entender</i>
wake	woke	woken	<i>despertarse</i>
wear	wore	worn	<i>llevar puesto</i>
weave	wove	woven	<i>tejer</i>
weep	wept	wept	<i>llorar</i>
win	won	won	<i>ganar</i>
wring	wrung	wrung	<i>retorcer</i>
write	wrote	written	<i>escribir</i>



A Piece of Advice

In the next video which you can improve your grammar about irregular verbs in past simple:



3.5.- Now put it into practice.



Now it's your turn

She _____ (sit) on a chair and watching TV.

- sat
- was sitting
- seat

Wrong

Correct Option

Wrong

Solution

1. Wrong
2. Correct Option
3. Wrong

We waved at him, but he _____ (not look).

- didn't looked
- wasn't looking
- looks

Wrong

Correct Option

Wrong

Solution

1. Wrong
2. Correct Option

3. Wrong

What _____ (happen) after that?

- happened
- did happened
- happen

Correct Option

Wrong

Wrong

Solution

1. Correct Option
2. Wrong
3. Wrong

_____ (you / see) Jane last night?

- Did you see
- Were you seing
- Do

Correct Option

Wrong

Wrong

Solution

1. Correct Option
2. Wrong
3. Wrong

_____ (you / go) to the restaurant yesterday?

- Did you go

Went you

Do

Correct Option

Wrong

Wrong

Solution

1. Correct Option
2. Wrong
3. Wrong

When Peter arrived I _____ a programme about deserts.

were watching

was watching

watch

Wrong

Correct Option

Wrong

Solution

1. Wrong
2. Correct Option
3. Wrong

You _____ in the park when you _____ her.

walked / were meeting

walked / didn't met

were walking / met

Wrong

Wrong

Correct Option

Solution

1. Wrong
2. Wrong
3. Correct Option

My friends _____ me they _____ stop laughing at Tom's jokes the other night.

- told / weren't
- told / couldn't
- tolded / couldn't

Wrong

Correct Option

Wrong

Solution

1. Wrong
2. Correct Option
3. Wrong

_____ a strange object outside. It _____ a lot of noise.

- There was / was making
- There were being / maked
- There're / was making

Correct Option

Wrong

Wrong

Solution

1. Correct Option
2. Wrong
3. Wrong

4. Past tense pronunciation.

It's time to study the pronunciation. How do we pronounce past form, the regular past form "-ed".

The ending used to form the past simple and past participle of regular verbs is pronounced:

- ✔ /t/ after voiceless sounds (/p/ /k/ /f/ /θ/ /s/ /ʃ/ /tʃ/).
 - ◆ *love-loved.*
- ✔ /d/ after voiced sounds (/b/ /g/ /v/ /ð/ /z/ /ʒ/ /dʒ/ /m/ /n/ /ŋ/ /l/ /r/ /w/ /j/ and vowel sounds).
 - ◆ *play-played.*
 - ◆ *live-lived.*
- ✔ /ɪd/ after /t/ or /d/ sounds.
 - ◆ *wait-waited.*

Phonetic Symbols

Consonants		Vowels	
1	sp	25	ai
2	st	26	au
3	sk	27	au
4	sl	28	au
5	sk	29	au
6	st	30	au
7	sk	31	au
8	st	32	au
9	st	33	au
10	st	34	au
11	st	35	au
12	st	36	au
13	st	37	au
14	st	38	au
15	st	39	au
16	st	40	au
17	st	41	au
18	st	42	au
19	st	43	au
20	st	44	au
21	st	45	au
22	st	46	au
23	st	47	au
24	st	48	au

Here there is one extra syllable!

Look around the pronunciation of the following past tenses:

Pronunciations of -ed endings.

Type of -ed endings.	Past tense.	Phonetic transcription.
/t/ infinitives that end in a voiceless sound.	picked stopped crunched wished	/pɪkt/ /stɒpt/ /krʌntʃt/ /wɪʃt/
/d/ infinitives that end in a voiced sound.	chilled lived tried enjoyed	/tʃɪld/ /lɪvd/ /traɪd/ /ɪn dʒɔɪd/
/ɪd/ infinitives that end in the sound /t/ or /d/.	hated needed seated dated	/'heɪtɪd/ /'ni:ɪdɪd/ /'si:ɪtɪd/ /'deɪtɪd/



Translation

Click if you want to read the Spanish translation.

Show Feedback

Es hora de estudiar la pronunciación. Cómo pronunciamos la forma pasada de los verbos, en concreto la forma pasada regular "-ed".

La forma de pasado regular "-ed" se pronuncia en inglés:

- ✔ /t/ si sigue a un sonido sordo.
- ✔ /d/ si sigue a un sonido sonoro.
- ✔ /ɪd/ después de un sonido /t/ or /d/ (hay una sílaba más).

4.1. Now put it into practice.



It's your turn!

Listen to the audio and practice.

[Audio](#)

The **past simple tense** and **past participle** of all regular verbs end in **-ed**. For example:

work, worked, worked

In addition, many **adjectives** are made from the past participle and so end in **-ed**. For example:

I like painted furniture.

The question is, **how do we pronounce the -ed?** The answer is, **in 3 ways:**

- ✓ /ɪd/
- ✓ /t/
- ✓ /d/

If the base verb ends in one of these sounds		example base verb*	example with -ed	pronounce the -ed as	extra syllable?
/t/		want	wanted	/ɪd/	yes
/d/		end	ended		
unvoiced	/p/	hope	hoped	/t/	no
	/f/	laugh	laughed		
	/s/	fax	faxed		
	/ʃ/	wash	washed		
	/tʃ/	watch	watched		
	/k/	like	liked		
voiced	all other sounds, eg	play	played	/d/	
		allow	allowed		
		beg	begged		

*Note that it is the **sound** that is important, not the letter or spelling. For example, *fax* ends in the letter x but the sound /s/; *like* ends in the letter e but the sound /k/.

Exceptions

The following **-ed** words used **as adjectives** are pronounced with /ɪd/:

- ✓ aged
- ✓ dogged
- ✓ ragged
- ✓ blessed
- ✓ learned
- ✓ wicked
- ✓ crooked
- ✓ naked
- ✓ wretched

So we say:

- ✓ an aged man /ɪd/
- ✓ a blessed nuisance /ɪd/
- ✓ a dogged persistence /ɪd/





- ✓ *a learned professor - the professor, who was truly learned /ɪd/*
- ✓ *a wretched beggar - the beggar was wretched /ɪd/*

But when used as real verbs (past simple and past participle), the normal rules apply and we say:

- ✓ *he aged quickly /d/*
- ✓ *he blessed me /t/*
- ✓ *they dogged him /d/*
- ✓ *he has learned well /d/ or /t/*

Appendix.- Licences of resources.

Licences of resources.

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
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