



Pusat Pemajuan Kompetensi Bahasa

CENTRE FOR THE ADVANCEMENT OF LANGUAGE COMPETENCE (CALC)

ENGLISH COMMUNICATION FOR THE WORKPLACE (WRITTEN)

6 -7 APRIL 2021



COURSE MODULE PREPARED BY

Norfakhriah Che Othman

Centre for the Advancement of Language Competence (CALC), UPM

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Centre for the Advancement of Language Competence (CALC)

Universiti Putra Malaysia

43400 UPM Serdang, Selangor

Malaysia

Telephone number: +603-9769 1404 / +603-9769 1405

Website: www.calc.upm.edu.my

COURSE SCHEDULE

DATE	TIME	SESSION / TOPIC
6 APRIL 2021	9.00 am – 11.00 am	Session 1: Email Writing
	11.15 am- 1.00 pm	Session 2: Letter Writing
	2.30 pm - 4.30 pm	Session 3: Grammar Guide I
7 APRIL 2020	9.00 am – 10.30am	Session 4: Report Writing
	11.15 am- 1.00 pm	Session 5: Grammar Guide II
	2.00 pm – 4.30 pm	Session 6: Group Discussion and Presentation

UNIT 1: EMAIL WRITING



INTRODUCTION

In this unit, you will be introduced to write emails effectively using proper language expressions to communicate your intent.



OBJECTIVES

At the end of this unit, you will be able to:

1. recognise common structure of emails
2. use appropriate grammar and vocabulary in writing emails
3. write emails effectively



PRE-ACTIVITY

Is the following email suitable for internal and external communication of an organisation? Why?

E-mail A	
From :	Aleya (leyabts2020@yahoo.com)
To:	Ahmad Imran (Imran1988@gmail.com)
CC:	Maisarah (prettygurl29@gmail.com)
Subject:	Postgraduate Malay Class
Attachment :	List of failure.doc
Hello,	
Hope you're all right. Some students failed in their LPM2020. What should we do? Sending them to intensive class? I have a feeling they will fail again because they r very weak. Say, why we don't meet sometime. Need to discuss about this.	
See you soon.	
You know who	

Format of an email

There are many different formats used in writing a professional email. However, the full block format is the most common layout used. A good email should have a logical structure, precision, clarity, accuracy, and conciseness.

For example:

To: managementteam@upm.edu.my

Recipient

Cc: Ahmadimran@upm.edu.my

Carbon Copy

Title: Discussion on Intensive Class for LPM2020

Title

Dear management team,

Salutation

Based on the LPM2020 (Basic Malay Language) results that have just been released last Friday, it seems that more than half of the students failed the subject. This is worrying as the students need to master the Malay language before they graduate.

Opening

Therefore, we need to discuss about our future plan for these students. Here are some ideas to improve the current situation:

1. arrange a series of intensive class
2. give more exercises and assessments
3. discuss with the language centre on how to improve the students' proficiency

Body

Please find attached the list of students who failed to achieve passing grade. We want every student to be academically successful, thus we shall give our best to help them.

Thank you everyone for your concern and also your attention. Should you have any questions, do not hesitate to ask. See u in our next meeting next week.

Closing

Sincerely,

Complimentary Closing

Aleya Ammar

Head of Language Department,
Faculty of Education
University Putra Malaysia

Signature Block

Here are some common vocabulary and phrases that can be used in professional email writing according to the intended purposes.

Example

Starting

Dear Sir or Madam

Dear Mr / Mrs / Ms / Miss Brown

Hi / Hello

Ending

Yours faithfully (after Dear Sir or Madam)

Yours sincerely (after Dear Mr / Mrs / Ms / Miss)

Best regards / Kind regards

All the best

Bye for now

Giving reason for writing

I am writing with regard to / about ...

I am writing to request / inform / enquire / complain about / apply for ...

Just a quick email to ask ...

I am writing on behalf of

Referring to previous contact

Further to our previous meeting ...

With reference to your letter dated 15/6/13 ...

Following your letter ...

About your email ...

Sending an attachment or enclosure

I am attaching / enclosing ...

Please find attached / enclosed ...

As you will see from the attachment / enclosure ...

Here is ...

Offering more information or help

Please feel free to contact me if you would like any further information.

Email me / Give me a call if you want any more information.

Do not hesitate to contact me if you require any further assistance.

Referring to future contact

I look forward to hearing from you.

We look forward to working with you in the future.

See you soon.

Introducing good news

I am delighted to ...

I am happy to ... / I am pleased to ...

Fortunately ... / Luckily ...

Introducing bad news

We regret to inform you that ...

Unfortunately ... / Sadly ...

I am afraid (that) ... / I am sorry, but ... / I regret that ...

Requesting

I would be grateful if you would send ...

Could you possibly send ...?

Can you send ...?

Please send ...

Thanking

I would like to thank you for ...

I appreciate your assistance with this.

I am grateful for ...

Thank you for ... / Thanks for ...

Apologising

My apologies. / Sorry. / I am sorry that ...

Please accept my apology / I sincerely regret ...

Inviting / accepting / declining

Would you like to ... ? / Do you want to ... ?

That would be great. / I'd love to. / That sounds great.

I am sorry, but I am busy. / I am afraid I can't.

Arranging

Can you meet at (time) on (day)?

What day suits you?

Tuesday would suit me.

Tuesday is good for me.

Look forward to seeing you there.

See you next week.

Checking and clarifying

I am writing to check / confirm that ...

I do not understand what you mean

Do you mean ... ? / Are you saying that ... ?

Formal vs. Informal Email



ACTIVITY 1

a. Compare the emails below. Discuss these aspects:

- the structure
- the language expressions used in the:
opening, closing, salutations, complimentary close
- the tone
- the vocabulary

E-mail A	E-mail B
From : Daud Ali daudawesome@yahoo.com)	From : Daud Ali (daudali@serdangcorp.com)
To: Stephen Choong (stephenchoong@builderpro.com)	To: Stephen Choong (stephenchoong@builderpro.com)
CC: Adilla (sweety87@gmail.com)	CC: Adilla (adilla@serdangcorp.com)
Subject: Serdang Heights Development	Subject: Serdang Heights Development
Attachment : Proposal 1.doc	Attachment : Proposal 1.doc
Hey! Hope you're all right. I was surprise to hear from you. Let's meet up soon. Need to thrash out this big project and pick your brain. See ya. Your bff	Dear Mr Choong, I hope you are well. It was great to hear from you. Thank you for your time. Could we set up a meeting on this? Let me know the best time for you to meet. It would be great to discuss this in person rather than by email. If you have any further questions on this, please do not hesitate to ask. I look forward to speaking to you again. Kind regards, Daud

b. Which email is more formal?

It is best to adopt formal or standard opening greetings and opening lines in writing an email for external parties.

Example

Opening greeting

Dear Prof. Smith/ Dr Smith/ Mr Smith/ Ms Smith

To: The marketing team

Dear Mr Steve

Dear Sir or Madam

To whom it may concern:

To Steve

Opening line

I am writing to you concerning...

Thank you for your interest in our company.

Thank you for your response.

With regards to...

I hope you are well.

I am writing to you about...

Thank you for your prompt reply.

Adopting formal closing lines and complimentary closing (sign-offs or signature) can reflect the professionalism of an organisation.

Example

Closing lines

If you have any further questions, please do not hesitate to contact me.

I await your reply with interest.

We look forward to building a strong business relationship in the future.

I look forward to our meeting on the 7th of October.

Thank you for your extremely helpful attention to this matter.

Thanks again for your attention, consideration, and time.

We look forward to hearing from you.

It is always a pleasure doing business with you.

Thank you again for sharing your expertise in this matter.

I am looking forward to getting your input on this issue.

Looking forward to our successful partnership.

Complimentary closing

Best,

A short, sweet, and safe way to sign off. Many experts agree that "Best" is the best way to go. You can extend it to say "All the best" or "Best regards."

Faithfully (or Faithfully yours),

Adds a touch of loyalty but might also come across as a bit too zealous.

Hope this helps,

If you're trying to help someone or offering advice, this might be the perfect closer.

Looking forward,

Conveys a pleasant, casual assurance of continued relationship.

Regards,

Indicates professionalism and respect. You can make it more emotional with "Warm regards," but "Warmest regards" might be a little too warm for a professional letter.

Respectfully,

A nice and somewhat deferential way to end the letter.

Sincerely,

The most common and benign closer.

Thanks (or Thanks again),

Use this if you haven't already fully expressed your gratitude.

Warmly,

A nice but not over-the-top touch of emotion; probably best when you have already met the person face-to-face at least once.

With anticipation,

If your letter's main purpose was to make a plan or set up an appointment, this may be the way to go.

Language Point

Common Words and Expressions

Writing emails in English quickly and correctly can be challenging due to time constraints and little margin for error. English emails for work do not always have to be very formal, but they do have to be professional, which means that being objective, polite, and accurate with spelling and grammar are highly recommended. Therefore, it is best to be familiar with some common words and expressions to speed up the email writing process.



ACTIVITY 2

Fill the table below with common words or expressions used for the given functions.

Function	Expressions or Words
Request for information	Example: <i>I am writing to enquire about...</i> • •
Response to request	Example: <i>Enclosed is the information you requested</i> • •
Introduction of Product/Service	Example: <i>Our new product will be launched next month.</i> • •
Reference	Example: <i>I am writing in reference to...</i> • •
Goodwill	Example: <i>Thank you for your hospitality.</i> • •

Function	Expressions or Words
Confirmation	Example: <i>I am writing to confirm</i> • •
Offering Assistance	Example: <i>If we can be of assistance, please do not hesitate to ask.</i> • •

Commonly Misused Words in Email Writing

<p>Above-mentioned</p>	<p>This is a very old-fashioned phrase made up in the yesteryears to refer to whatever was in the subject heading or in the paragraph(s) above. This phrase should not be used in modern business writing.</p> <p><i>Instead of</i> - Thank you for registering for the above-mentioned workshop. <i>Write/say</i> - Thank you for registering for this workshop.</p> <p>If whatever is above is plural, then use these instead of this. But never 'above', 'above-mentioned' or 'above-captioned' or even 'said'.</p>
<p>Hereby and Herewith</p>	<p>These are old-fashioned clichés that we should not use in modern business writing. Outdated: I hereby attached the following receipt.</p> <p>Modern: Attached is the receipt.</p>
<p>Attached/ enclosed herewith please find</p>	<p>Why do you need herewith - if it is not herewith, then what is it? Get rid of it! Also get rid of Please find – it is passive and impersonal. Use the remaining words in any of these ways:</p> <p>I enclose / I attach I am enclosing / I am attaching I have enclosed/ I have attached Enclosed is/ Attached is</p>
<p>Clarification</p>	<p>It is normal to see sentences like "Please contact me if you require any further clarifications." The word should be 'clarification'. Like the word 'information', it becomes countable when you are talking about specific pieces of clarification you need. In most cases you will mean the act of clarifying something, so use the word as an uncountable noun - clarification.</p>
<p>Dated</p>	<p>When replying to a letter, do not say "Thank you for your letter dated on". The correct expression is "Thank you for your letter dated ..." or "Thank you for your letter". We should not say dated on.</p>
<p>Kindly</p>	<p>It is also normal to often see – '<i>Please kindly cooperate</i>' or '<i>Please kindly call me</i>' etc Do not use '<i>Please</i>' and '<i>Kindly</i>' together because it is redundant. They should never be in the same sentence. <i>Kindly</i> is definitely a very old expression. As much as you wrong perceive that it makes you sound professional, it in fact makes you sound 'outdated' and 'old-fashioned' as if you are still stuck in the colonial times. Use Please instead.</p>

Etiquette in Email Writing

Regardless of where you are in your career, using best practices for email etiquette allows you to make a positive impression on potential employers, business contacts and potential customers. With the help of an email etiquette structure, you can communicate more clearly and efficiently and convey to the recipient that you are intelligent, conscientious and trustworthy. Employing an email etiquette framework in your everyday email correspondence at work takes practice and intention.



ACTIVITY 3

Watch the video below:

<https://www.youtube.com/watch?v=-0N1REOC4vk&t=80s>

Do you apply the tips given in the checklist below when writing emails? Tick where necessary.

Checklist	Tick
1. Keep your tone professional	
2. Avoid vague subject line	
3. Use proper email punctuation	
4. Practise good grammar	
5. Resist emojis in email	
6. Write clear and appropriate content	
7. Leave the right impression with your email sign off	
8. Always use standard fonts and formatting	

UNIT 2: LETTER WRITING



INTRODUCTION

In this unit, you will be introduced to write letters effectively using proper language expressions to communicate your intent.



OBJECTIVES

At the end of this unit, you will be able to:

1. recognise common structure of letters
2. use appropriate grammar and vocabulary in writing letters
3. write letters effectively

WRITING LETTERS



PRE-ACTIVITY

Discuss the advantages and disadvantages of writing and sending letters at the workplace instead of e-mails.

What is a letter?

Typically, a letter is reserved for important job-related or other professional communications. It is a formal mode of communication, and therefore you need to know the format of a letter.

Format of a letter

Contact Information Your Name Your Address Your City, State Zip Code Your Phone Number Your Email Address	(Your contact information. If you are writing on letterhead that includes your contact information, you do not need to include it at the start of the
Date	
Contact Information Name Title Company Address City, State Zip Code	(The person or company you are writing to)
Greeting	Use a formal salutation, not the name, unless you know the person extremely well. If you do not know the person's gender, you can write out their full name. If you do not know the recipient's name, it is still common (and safe) to use the old-fashioned "To Whom It May Concern:").
Subject Heading	
Body of the Letter	

The **first paragraph** of your letter should provide an **introduction** as to why you are writing so that your **purpose** is obvious from the very beginning.

Then, in the second paragraph, provide more **information** and **specific details** about your request or the information you are providing.

The **last** paragraph of your letter should **restate the reason you are writing** and **thank the reader** for reviewing your request. If appropriate, it should also politely ask for a

written response or for the opportunity to arrange a meeting to further discuss your request.

Best regards,

**Complimentary Closing. Other examples:
Sincerely, Regards, Yours truly, Yours
sincerely**

Signature

Handwritten Signature (for a hard copy letter – use blue or black ink to sign the letter)

Typed Signature

Example of a letter

Ahmad Azwan Bin Ramli,
Centre for the Advancement of Language Competence (CALC),
Universiti Putra Malaysia,
43400 Serdang, Selangor
018-2345678

April 2, 2020

Manager,
LMK Sdn. Bhd.,
53, Jalan Oak Avenue,
Seremban.

Dear Manager,

COMPLAINT ABOUT FAULTY OFFICE CABINETS PURCHASED AT LMK SDN. BHD. ON 30TH MARCH 2020

With regards to the above matter, I am unhappy with the quality of office cabinets I bought at LMK Sdn. Bhd. on 30th March, and I am writing to seek a replacement.

The cabinet doors do not open and shut properly, and the stain on the cabinet is uneven with one half darker than the other. The cabinet was delivered on 31st March, and I noticed this problem as soon as I unpacked it from the box. The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality and finish as the sample and arrange for return of the faulty cabinet at no cost.

I have attached a photocopy of my receipt as proof of purchase. I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will lodge a formal complaint to Consumer Affairs. You can contact me via my mobile phone 012-3456789 to discuss this matter further.

Yours sincerely,

Ahmad Azwan Ramli

Ahmad Azwan Bin Ramli



ACTIVITY 1

Work in pairs

Plan and write a letter of complaint based on the information provided below.

- You are an officer from a faculty/centre in Universiti Putra Malaysia, Serdang.
- You had ordered 100 reams of A4 paper from main supplier in Kuala Lumpur.
- These papers were delivered 4 weeks late; as a result, your faculty/centre had a shortage of paper to print documents and letters, which affected the day-to-day operations.
- Complain to your supplier indicating your dissatisfaction and request for appropriate compensation.

a. Before you begin to write, gather all the information you need to be included in your complaint letter. Complete the outline below.

Outline

Your contact information	
Date	
Recipient's contact information	
Greetings	

Subject heading	
Body Paragraphs:	
Paragraph 1: Introduction and purpose	
Paragraph 2: Information and specific details	
Paragraph 3: Purpose restatement and thanking the reader	
Complimentary close	

b. Write a letter of complaint based on your outline above.

Useful expressions for making requests and complaints

Requests

We often have to make requests and complaints in our letters. To do so, it is advisable for you to write them politely to maintain a good rapport between you and your recipient. Here are some useful expressions that can be used to improve your letter writing. Note the different levels of politeness.

Examples of requests with *could you* and *would you*:

Very polite	<i>I would be grateful if you could send me ... I would appreciate if you could ...</i>
Polite	<i>Could you please send me ... ? Could you send me ... , please?</i>
Polite but direct	<i>Could you send me ... ? Would you send me ... ?</i>
More direct	<i>Please send me ...</i>

Other examples of request:

I would request (+ noun)	<i>I would request your immediate attention to the matter. (very formal, to express dissatisfaction)</i>
Could you possibly	<i>Could you possibly send it before Friday? (tentative)</i>

Adverbs such as *also* and *therefore* can be inserted into a request as follows:

I would **also** be grateful if you could send me ...
I would **therefore** be grateful if you could send me ...
Could you **therefore** please send me ... ?
Could you **therefore** send me ... ?
Could you **also** send me ... ?



ACTIVITY 2

Rewrite the sentences below using polite language expressions.

1. Send me the report by Friday.

2. I need everyone to pay the annual fee as soon as possible.

3. All staff must fill in the forms and submit them today.

4. Include the price list in the document.

Complaints

Complaints are expressions of "displeasure or annoyance" in response to an action that is seen by the speaker as unfavourable.

Example:

Dear Sir,

With regards to the equipment we ordered last month, they have arrived yesterday.

However, *the equipment we got is broken and cannot be used at all.* I want your company to pay for it.

Notice the way the complaint being made in the above example. Is it polite? If not, how would you improve it?

With the correct use of language expressions, complaints can be made politely and certainly ease the process. Here are some useful expressions that you can use when making complaints:

- There seems to be a problem with ...
- I want to complain about ...
- There appears to be something wrong with ...
- I am sorry to trouble you but ...
- I am afraid I have to make complaints about ...



ACTIVITY 3

Write complaints using polite language expressions according to the issues stated below.

1. Faulty computers in the office.

2. Late documents submission.

3. Slow Internet connection.

4. Broken toilet at your level.

UNIT 3: GRAMMAR GUIDE (I)



INTRODUCTION

In this unit, you will be introduced to various aspects of grammatical rules. You will learn to apply Subject Verb Agreement (SVA) rules, use active and passive voice correctly and break misconceptions on grammatical errors.



OBJECTIVES

At the end of this unit, you will be able to:

1. apply SVA rules
2. use active and passive voice effectively
4. correct grammatical errors

Language Point

Subject-Verb Agreement (SVA)

Subjects and **verbs** must **AGREE** with one another in number (singular or plural). Thus, if a subject is singular, its verb must also be singular; if a subject is plural, its verb must also be plural. The following are some of the rules that you can use as a guide:

No	Rules	Examples
1	A singular verb follows a singular subject and a plural verb follows a plural subject.	<ul style="list-style-type: none">• The <u>student</u> <i>comes</i> late to class.• Some <u>students</u> <i>come</i> late to class.
2	When two or more singular subjects are joined by the conjunction "and", a plural verb is used.	<ul style="list-style-type: none">• <u>Amina and Diana</u> <i>sing</i> well.• <u>Saif and Azraj</u> <i>study</i> very hard for the test.
3	A singular verb is used after "neither" and "either".	<ul style="list-style-type: none">• <u>Neither</u> of the two traffic lights <i>is</i> working.• <u>Either</u> dress <i>is</i> fine with me.
4	When two subjects are joined by "neither...nor" or "either...or", the verb agrees with the subject nearest to it.	<ul style="list-style-type: none">• <u>Neither</u> Maria <u>nor</u> Jane <i>knows</i> the answers.• <u>Are either</u> the boys <u>or</u> the girls required to stay in the venue?
5	The indefinite pronouns, such as "anyone", "anybody", "anything", "everybody", "everyone", "everything", "nobody", "no one", "nothing", "someone", "somebody", "something" and "none" require singular verbs.	<ul style="list-style-type: none">• <u>Everyone</u> <i>likes</i> eating chocolate.• <u>Someone</u> <i>has</i> taken my dictionary.• <u>None of the students</u> <i>has</i> done the assignments.
6	When the subjects follow "each", "even" and "one of", a singular verb is used.	<ul style="list-style-type: none">• <u>Every boy and girl</u> <i>has</i> to pay for the entrance tickets.• <u>Each of the students</u> <i>is</i> responsible for success or failure of the event.
7	Indefinite pronouns, such as "all" and "some" can be singular or plural depending on whether they are referring to countable or uncountable nouns.	<ul style="list-style-type: none">• <u>Some</u> of the books <i>are</i> missing.• <u>Some</u> of the rice <i>is</i> stale.
8	A collective noun takes a singular verb when it is used to mean a group.	<ul style="list-style-type: none">• <u>The team</u> <i>wins</i> all the competitions.• <u>The committee</u> <i>has</i> not decided on where to hold the camp yet.
9	Plural numbers take a singular verb when they are used in a phrase to mean an amount or a unit.	<ul style="list-style-type: none">• <u>A million dollars</u> <i>is</i> a lot of money.• <u>Three years</u> <i>is</i> a long time.



ACTIVITY 1

Fill in the blanks with appropriate forms of the verbs given in the brackets.

To whom it may concern,

FAULTY AIR CONDITIONER IN THE OFFICE

With regards to the above matter, I am unhappy with the service provided by your company, Heroclean Services Sdn. Bhd, at our building on 3rd April 2019.

I would like to complain about the quality of your service. You were hired to fix the faulty air conditioners. However, it _____(be) unsatisfactory as we _____(be) still having the same problems as if they were never fixed. In fact, after your service, one of the air conditioners _____ (leak), and it _____(have) ruined the carpet and tables in the office. Furthermore, other office workers kept on complaining about the air conditioners at the office rooms _____ (be) not working well although they were fixed recently.

I _____(enclose) copies of photos of the damage to the carpet and tables from the leaky air conditioner in support of my claim. I hope you could come and fix the leaky air conditioner and four faulty radiators as soon as possible. Besides that, I expect your company to provide compensation to cover the cost of the damaged carpet and tables.

Please respond to my complaint in the next 14 days. If your company _____(fail) to respond or rectify the issue, I will have no option but to consider taking the matter further.

Yours faithfully,

Lukman Hakim



ACTIVITY 2

The complaint letter below contains a number of SVA errors. Identify and correct the errors.

Itech Network Communication,
29-2 Jalan Putra Permai,
43400 Serdang Selangor.

22 February 2020

To whom it may concern,

COMPLAINT ON POOR NETWORK SERVICE

My name is Andra. I am writing this letter to complain about the poor service provided by your company. I have been a loyal customer of your company from the past 3 years. So far the services has been impeccable, but recently I encountered some really poor service. The network you have provided were not working properly and it has always caused fluctuation, which resulted in dropping the network.

While I am working from home during this pandemic of Covid 19, I am not able to finish my work because of this network issue. This problem have really affected my work. Besides, I have raised the complaint for a quite number of times by calling your customer representatives but there has not been any resolution provided from your side.

I hereby requests to resolve my issue as soon as possible or else I have to stop using your service with unsatisfactory note. This is to insure that I can work efficiently from home. Also, I am not going to pay the bill for this month until the issue are resolved. Thank you.

Yours sincerely,

Andra

USING ACTIVE OR PASSIVE VOICE

Another strategy writing effective texts is through the use of active voice or passive voice. The active voice focuses on who or what is affected by a process or event, whilst the passive voice focuses on the event or process.

Active Voice

In active sentences, the **subject** of the sentence performs the action and the **object** of the sentence receives the action.

[Subject performing action] + [verb] + [Object receiving action]

These examples illustrate that the subject is performing the action.

Example 1

The professor demonstrates the steps of conducting an experiment.

Explanation: The **professor** (subject) is doing the **demonstrating** (action).

Example 2

The findings of the recent studies establish an undisputed argument regarding English performance among ESL learners.

Explanation: The **findings** (subject) are doing the **establishing** (action).

Passive Voice

Active sentence with a direct object can be changed to passive sentence. In passive sentence, the subject is no longer 'active'. Instead, it is being 'acted upon' by the verb. In a sentence written in the passive voice, the **subject** receives the action.

[Direct Object] + [auxiliary] + [verb + by] + [Subject]

The verdict was pronounced by the judge.

Note in these examples how the subject-verb relationship has changed.

Example 1

The steps of conducting an experiment are demonstrated by the professor.

Explanation: ***The steps of conducting an experiment*** (subject) are being ***demonstrated*** (verb).

Example 2

An undisputed argument regarding English performance among ESL learners is established by the findings of the recent studies.

Explanation: ***An undisputed argument regarding English performance among ESL learners*** (subject) is being ***established*** (verb).

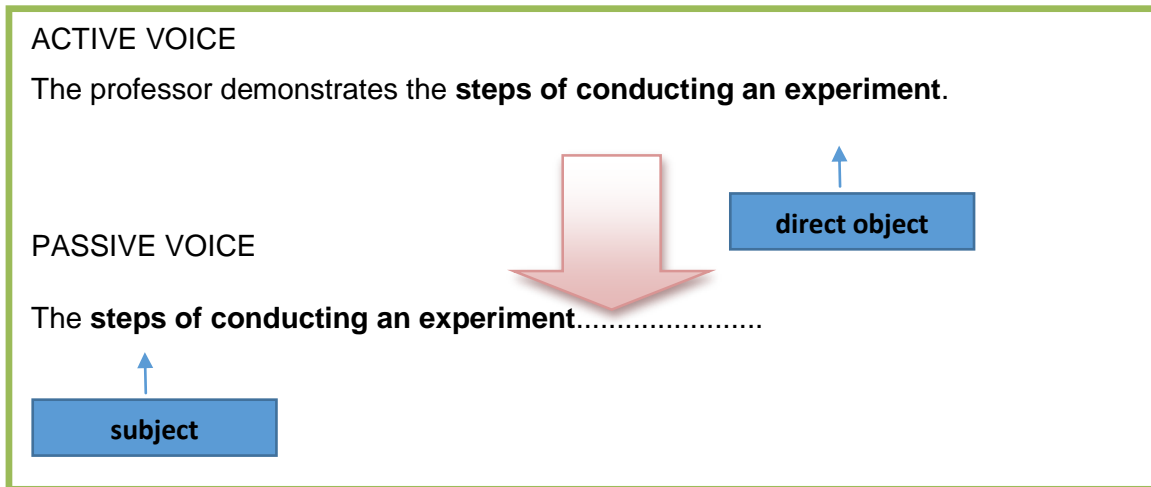
The differences between the functions of active and passive voice

Active Voice	Passive Voice
<p>The subject is important</p> <p><i>Eg.: The prime minister recently announced a price hike on petrol and diesel.</i></p>	<p>The subject is not important</p> <p><i>Eg.: The price hike was announced in early May, causing chaos in the country.</i></p>
<p>To ensure that the readers are not confused with who or what is the subject of the sentence</p> <p><i>Eg.: Students must consult their advisors whenever they have an academic related problem. The students can get more information on this by going to the office faculty.</i></p>	<p>To avoid irrelevant or repetitive mentions of the subject</p> <p><i>Eg.: Students must consult their advisors whenever they have an academic related problem. An advisor will be assigned at the beginning of the first semester.</i></p>

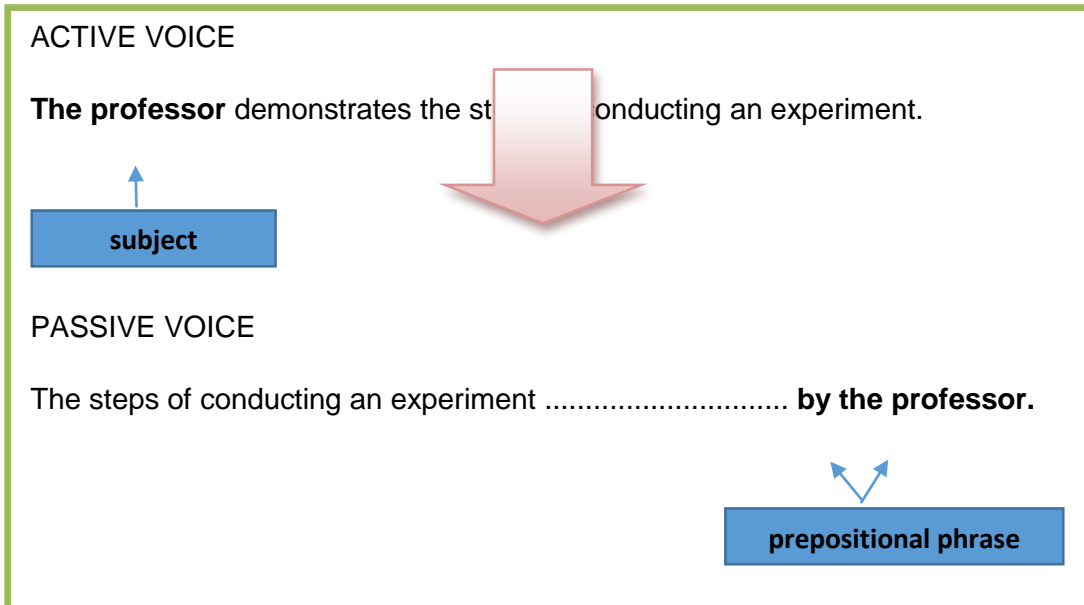
Changing from active to passive voice

Sometimes, sentences must be changed from active to passive voice. This is usually done for scientific reports, minutes of a meeting, and also research documents. There are a few strategies to change a sentence from active to passive voice.

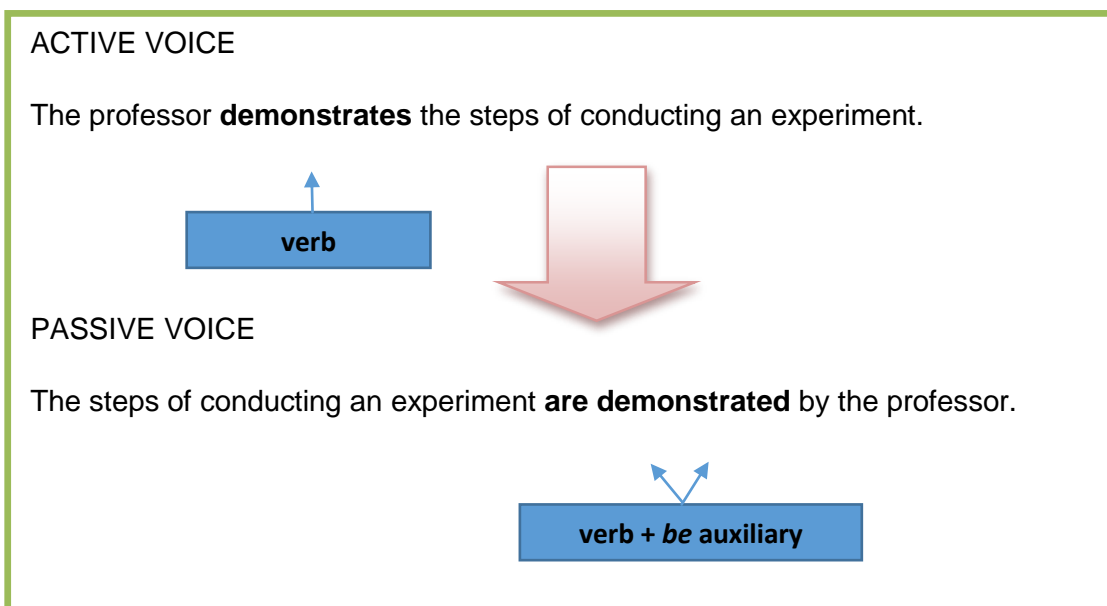
1. Move the active sentence's direct object into the sentence's subject slot.



2. Place the active sentence's subject into a phrase beginning with the preposition 'by'.



3. Add a form of the auxiliary verb be to the main verb and change the main verb's form.



Here is a quick overview of the active and passive voice verb forms.

Tense	Active voice	Passive voice
Simple present tense	Verb form: first form of the verb Examples: They speak English here. He speaks English.	Verb form: is / am / are + past participle form of the verb Examples: English is spoken here. English is spoken by him.
Present continuous tense	Verb form: is/am/are + -ing form of the verb Examples: She is writing a letter. I am learning my lessons. You are making a cake.	Verb form: is/am/are + being + past participle form of the verb Examples: A letter is being written by her. My lessons are being learned by me. A cake is being made by you.
Present perfect tense	Verb form: has/have + past participle form of the verb Examples: I have written a novel. She has finished the job. You have written letters.	Verb form: has/have + been + past participle form of the verb Examples: A novel has been written by me. The job has been finished by her. Letters have been written by you.
Simple past	Verb form: past tense form of the verb Examples: I wrote a letter. Ram broke a glass. You missed the chance.	Verb form: was/were + past participle form of the verb Examples: A letter was written by me. A glass was broken by Ram. The chance was missed by you.
Past continuous tense	Verb form: was/were + -ing form of the verb Examples: I was learning my lessons. She was writing a report. They were making toys.	Verb form: was/were + being + past participle form of the verb Examples: My lessons were being learned by me. A report was being written by her. Toys were being made by them.

Past perfect tense	Verb form: had + past participle form of the verb Examples: I had finished the project. She had learned her lessons.	Verb form: had + been + past participle form of the verb Examples: The project had been finished by me. Her lessons had been learned by her.
Simple future tense	Verb form: will/shall + first form of the verb Examples: I will finish the job. She will solve the problem.	Verb form: will/shall + be + past participle form of the verb Examples: The job will be finished by me. The problem will be solved by her.
Future perfect	Verb form: will/shall + have + past participle form of the verb Examples: I will have finished the job. She will have solved the problem.	Verb form: will/shall + have + been + past participle form of the verb Examples: The job will have been finished by me. The problem will have been solved by her.



ACTIVITY 3

Transform the sentences to active voice.

1. Our famous restaurant was visited by prominent people including the Prime Minister.

2. The merchandise was purchased by the eager customer.

3. Further information about our services can be obtained from the e-flyer.

4. Exceptional solutions for corporate and small business are produced by ABC Studio.

5. A significant financial commitment has been made by us to ensure that our customers can take advantage of our discount pricing.

BREAKING MISCONCEPTIONS

There is a quote that says “Mean what you say, and say what you mean”. In business writing, there is no room for error because it may lead to miscommunication and thus, reduces the chances of making more business. Therefore, it is crucial to be vigilant with the vocabulary used in writing what you mean, especially those muddling words that are commonly confused.

EXAMPLE

accept (v)	to take
except (prep)	other than
access (n)	right to enter; admittance
assess (v)	to set a value
excess (n/adj)	extra
adapt (v)	to adjust
adept (adj)	skilled
adopt (v)	to take as your own
affect (n)	to influence
effect (n)	result/ to bring about
enquiry (n)	the act of questioning
inquiry (n)	formal investigation
bare (adj)	naked; no more than
bear (v)	to carry
beside (prep)	alongside
besides (prep)	in addition to; except for
complementary (adj)	that which completes/ to complete
complimentary (adj)	expression of praise/ to praise
elicit (v)	to draw out
illicit (adj)	illegal
loose (v)	to set free
lose (v)	to suffer a loss; to mislay
loss (v)	something lost
personal (adj)	private
personnel (n)	staff



ACTIVITY 4

Fill in the blanks with the given word that best suits the context of the sentences below.

1. accept or except

I cannot _____ your explanation.

Everyone _____ the service provider was pleased.

2. affect or effect

The _____ was immediately noticeable.

Will the change _____ your plans?

How can we _____ this change in policy?

3. all ready or already

Are you _____ for your presentation?

It's _____ been done.

4. all right or alright

The schedule is _____ with me.

5. beside or besides

The printer is _____ the desk.

_____ Mr Khan, who else is not attending?

6. ensure or insure

Is your car adequately _____?

The added step will _____ success.

7. farther or further

Our Kota Bahru office is _____ north than the one in Jertih.

Do you need _____ information?

UNIT 4: REPORT WRITING



INTRODUCTION

In this unit, you will be introduced to write reports effectively using proper language expressions to communicate your intent.



OBJECTIVES

At the end of this unit, you will be able to:

1. recognise common structure of reports
2. use appropriate grammar and vocabulary in writing reports
3. write reports effectively

WRITING REPORTS



PRE-ACTIVITY

Discuss the following questions.

- a) How often do you write reports in the office?
- b) Why are reports written at the workplace?
- c) What are the differences between letters and reports?



What is a report?

A report is a common form of workplace communication. It is a structured document that is used to provide information, helps to make decisions, or accounts for actions. Therefore, it should be easy to read and professional in presentation. Before you write a report, you need to be clear about who you are writing the report to and why the report has been commissioned.



ACTIVITY 1

Discuss:

Find out whether they have ever written a report, what type of report it was, who they wrote it for, and what purpose does the report serve. Share your findings with the class.

Structure of a report

There are many different types of reports written at work, including visit reports, incident reports, complaint reports, accreditation reports, audit reports, and performance review reports. The formality of the language used in these reports vary, and the structure for each report may vary between institutions, faculties, and departments. Before you write a report, you are advised to check with your supervisor about its formality and structure.

Below is a basic structure for report writing.

Basic Structure of a report

Introduction	- Background - Objective(s)
Body	- Main ideas
Conclusion	- Conclusion - Recommendation(s)



ACTIVITY 2

Work in pairs.

Below is a report on Putra Leadership Camp attended by staff from Faculty of Engineering. Rearrange the paragraphs and label them.

Introduction	Body I, II & III	Conclusion
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e.g. Title	Putra Leadership Camp
a.	The second day of the camp was much more hectic. The participants had a rigorous exercise session which involved aerobics and jogging around the campsite. Then, after breakfast, they had to display their survival skills. In the afternoon, the participants had another round of physical activities. They engaged in canoeing in the nearby river. The night programme was the most interesting. Participants had to take part in a night hike in the forest.
b.	All participants had gathered at the main foyer of the faculty at 2.00 p.m. From there, they were taken to the campsite in two buses. They were accompanied by the management, including the dean, deputy deans and assistant registrar of the faculty. Upon arrival at the campsite, they were given a briefing by the facilitators. Then, they were put into groups and asked to set up tents. By 7.00 p.m., most of them had accomplished this task successfully, while others were trying hard to set up their tents. After dinner, the participants had to engage in their first group activity. They were required to come up with names and theme songs for their groups.

c.	The leadership camp was a huge success because all participants showed tremendous support by actively participating in all the activities throughout the duration of the camp.
d.	There was only one activity on the third day of the camp – the feedback session. The participants rated the programme highly and hoped that it would be held annually.
e.	This report was commissioned by the Co-curricular Unit on March 29 2019. The Faculty of Engineering recently organised Putra Leadership Camp at Bamboo Village, Kuala Lumpur, from 8-10 March 2019. The objectives of the camp were to instil leadership qualities and improve teamwork among the 40 staff who attended this camp. The activities at the camp were handled by several facilitators from the university.



ACTIVITY 3

Rearrange the letters in the right order to make words relating to report writing. Then complete the sentences below with the words.

Idmosmsicnoe c _____	sperodop p _____	sriredspu s _____
ddecruce r _____	erpvddoi p _____	nlcoeuddc c _____

1. The aim of this report is to assess ways in which the company's travel budget can be _____ in the next financial year.
2. It can be _____ that there is a need to look into the following areas.
3. The information is based upon data which was _____ by heads of department and accounts.
4. This report was _____ by the marketing department on April 1st.
5. The IT staff at the meeting yesterday _____ to purchase video conferencing equipment costing RM30,000, with two years' guaranteed servicing and support.



Here are some useful tips for writing a report:

a. Write a title that shows what the report is about.

b. Divide your report into paragraphs.

c. State the report objective(s) in the introduction.

d. Use past tense and reporting language.

e. Make some recommendations in the conclusion.



ACTIVITY 5

Work in pairs.

Your centre of responsibility (PTJ) has recently organised an activity to visit an orphanage, as part of its corporate social responsibility initiative. You took part in the activity and are tasked to prepare a report for your supervisor.

In your report, include the following information:

Venue	Rumah Aman, Sungai Buloh, Selangor
Date	March 16 2020
Participants	20 staff from your department
Organised by	Welfare Unit
Objectives	- to provide help to the underprivileged children - to give back to the community
Activities	- clean the surrounding area - paint the house - play games with the kids - build a mini library - other activities

Write your report in about 200 words.

Reviewing a report

Before submitting the report to your supervisor, make sure you check the content and structure of the report if it is clear. You should also proofread and ensure the report is free from language errors.



ACTIVITY 6

Use the checklist below to check whether your report is properly written or not.

		Tick (/)
a.	The purpose and intent of the report is clear to the reader.	
b.	The report is divided into paragraphs.	
c.	All the essential information is included in the report.	
d.	A recommendation is provided in the conclusion.	
e.	The report is written in past tense.	
f.	The report has no grammatical, spelling and punctuation errors.	
Comments		

UNIT 5: GRAMMAR GUIDE (II)



INTRODUCTION

In this unit, you will be introduced to different types of tenses in writing emails, reports and letters.



OBJECTIVES

At the end of this unit, you will be able to:

1. apply the use of correct tenses in writing
2. revise and edit your writing texts

In writing reports, letters or emails, it is important to use the correct tenses depending on the context of your writing. You will probably need to use different tenses to indicate ideas/truth, to give a particular meaning or to emphasise certain functions. Below are the three common tenses used in writing:

1. SIMPLE PRESENT TENSE

The simple present tense is used to describe, to express opinions, and to write about facts or general truths. It is one of the most frequently used verb forms in writing. Notice how the writer uses the simple present to express feelings and to describe habitual actions.

USE	EXAMPLE
To indicate general ideas and truths	Text messaging <u>causes</u> the deterioration of proper English usage. Organic farming <u>is</u> an approach that seeks to create an integrated, sustainable, and humane agricultural system.
To express habitual actions	The campus election in all public universities in Malaysia <u>is done</u> every semester. All students <u>sit</u> for an examination before enrolling in the course.
To express mental perceptions, emotions, or opinions	I <u>prefer</u> exercising in the morning rather than in the evening. She <u>claims</u> that her research is published in a high impact journal.

2. SIMPLE PAST TENSE

The simple past tense is used to write about events and situations in the past. It is especially useful when writing a story or narrative that happened in the past. Like the simple present, the simple past can be used to express general ideas and truths, habitual actions and mental perceptions and emotions. The only difference is that they happened in the past and are completed.

USE	EXAMPLE
To indicate general ideas and truths	In 1980s, people <u>chose</u> to listen to classic rock songs. In the past, students <u>did not</u> have the chance to benefit from online learning.
To express habitual or completed actions	During my school days, my teacher <u>used</u> the blackboard in class. The teacher <u>appeared</u> at the door before the class started.

3. PRESENT PERFECT TENSE

When you are analysing or explaining, you will often use the present perfect tense (has or have + past participle). The present perfect is used to refer to an event in the past, but the past time of the event is not the important focus. The real focus is the effect that the past action or event has on the present time and on the writer. The present perfect always ties the past to the present.

USE	EXAMPLE
Events that occurred at some unspecified time in the past (often with <i>recently</i> , <i>already</i> , <i>just</i> , or <i>yet</i>)	<p>He <u>has already decided</u> to major in business studies.</p> <p><i>Recently</i>, research <u>has shown</u> that abnormal behaviour is often associated with anxiety.</p>
Events that occurred more than once in the past	<p>He <u>has changed</u> his major three times.</p> <p>The lecturer <u>has failed</u> the students twice due to their poor performance in the tests.</p>
Events that began in the past and continue into the present (often with <i>for</i> or <i>since</i>)	<p>Many students <u>have matured</u> a lot <i>since</i> they started college.</p> <p>Mr Smith <u>has worked</u> in Malaysia <i>for</i> 10 years.</p>



ACTIVITY 1

Improve the letter below by using the correct tenses.

Jasmiza Kamaruddin
83, Jalan 2/3, Bangi Perdana,
43650 Bandar Baru Bangi, Selangor.

24 September 2020

Ernst & Young, Menara Millennium,
7-01, Jalan Damanlela , Pusat Bandar Damansara,
50490 Kuala Lumpur.

Dear Sir,

Application for Associate Auditor at Ernst & Young

I was interested to apply for a position as an associate auditor at your firm as advertised on your official website. I firmly believed that the position offered by your company perfectly fits my career goals and objectives.

The role was very appealing to me, and I am certain that your company can achieve greater accomplishments as I possess priceless experience during my industrial training at 1Grant Thornton Malaysia as an audit trainee. With a bachelor degree in Accountancy, you can expect an employee who has comprehensive understanding of financial and accounting credentials. Moreover, the achievements that I obtain during my study may reflect my commitment in fulfilling any tasks given and in support of that, I was awarded with various academic and leadership awards at the national level. Besides that, working under pressure and multitasking have always been the obstacles I am able to endure in completing my job.

Enclosed was my resume for your future references. You can contact me via my phone number 0123952902 or email jasmiza.kamarudin@yahoo.com. I hope to be given an opportunity to be called for an interview to present myself. Thank you for your time and consideration.

Best regards,

Jasmiza

Past Tense

A report is usually written in the past tense to describe an incident or an event in the past (e.g. a visit report). Three commonly used past tense are **past simple**, **past continuous** and **past perfect**.

Past simple	is used to report what happened in the past. Example: <i>The participants had a rigorous exercise session which involved aerobics and jogging around the campsite.</i>
Past continuous	is used for something which happened before and after a given time in the past. Example: <i>By 7.00 p.m., most of them had accomplished this task successfully while others were trying hard to set up their tents.</i>
Past perfect	is used when talking about the past and want to refer to an earlier action or event. Example: <i>All participants had gathered at the main foyer of the faculty at 2.00 p.m.</i>



ACTIVITY 2

Complete the paragraph from a visit report below with the past continuous, past simple, or past perfect form of the verb in the brackets.

Last month, while I ¹ _____ (attend) a training course in Sarawak, I ² _____ (go) with some colleagues to a wildlife sanctuary – with lots of wild monkeys. We ³ _____ (arrive) at lunchtime, and I ⁴ _____ (decide) to explore the jungle. I ⁵ _____ (walk) along a path when I ⁶ _____ (see) a large monkey sitting on a branch in front of me. I ⁷ _____ (stop) because I ⁸ _____ (never / come) across wild monkeys before, and I ⁹ _____ (not / know) what to do. Suddenly, the monkey ¹⁰ _____ (jump) down and ¹¹ _____ (come) towards me very aggressively. I ¹² _____ (turn) and ¹³ _____ (run) as fast as I could, shouting loudly as I got to the beach. When my colleagues ¹⁴ _____ (look) up, I ¹⁵ _____ (race) towards the water, and the monkey ¹⁶ _____ (chase) after me. I finally ¹⁷ _____ (reach) the safety of the sea and ¹⁸ _____ (dive) in. When I ¹⁹ _____ (look) around, I ²⁰ _____ (be) pleased to see that the monkey ²¹ _____ (disappear), but my colleagues ²² _____ (laugh) uncontrollably.



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-THANK YOU-

