

PART ONE : FACE TO FACE COMMUNICATION

Practice : Back to the office

☞ Greeting your colleagues/describing your weekend/explaining the current activities

| Key phrase               |                                  |
|--------------------------|----------------------------------|
| Greeting colleagues      | Talking about your weekend       |
| Morning                  | Good weekend / holiday ?         |
| Hi !                     | Great, thanks !                  |
| Hello..... How are you ? | How was your weekend / holiday ? |
| Fine, thanks, and you ?  | Very busy !                      |
| Very well !              |                                  |

**Situation :** Tom Field comes to work on Monday morning.

Tom : Good morning, Cathy !  
 Cathy : Good morning , Tom.  
 Tom : Hi Julia  
 Julia : Hi, Tom  
 Diane : Hello, Tom. How are you ?  
 Tom : Hi, Fine, thanks, and you ?  
 Diane : Very well, thanks. Good weekend/holiday ?  
 Tom : Yeah, great thanks. We had a family New Year party and 25 of us came around.  
 Diane : Wow.  
 Tom : How was your weekend/holiday ?  
 Diane : Very busy, too. At the moment, I 'm working 24/7 on this APU takeover.  
 So, is everything ready for the presentation today?  
 Tom : Yes, I think so. Jasmine is making photocopies of your presentation now and I ' m just changing something on today's agenda, you know, the lunch at the restaurant.  
 Diane : Good.  
 Tom : Tom Filed. Oh hi. Right. OK, thanks ! That was Cathy at the reception. Jasmine is bring John Cater and Karen Taylor up to the boardroom now.  
 Diane : All right ! What are we waiting for ? Let's go !

Business tip

- ☛ When somebody greets you, you may repeat their greeting back to them:  
 Morning, Cathy !      ➡      Morning, Tom !
- ☛ You can only ask about somebody's weekend on Monday.  
 But on Friday you can ask about their plans for the weekend.

**Practice : On the phone to Australia**

**☞ Telephoning business partner/Any for somebody o the phone**

| Key phrase                            |   |
|---------------------------------------|---|
| Telephoning                           |   |
| Calling a business partner            | Answering the phone                           |
| Hello, this is Tom Filed from .....   | Kim Benders speaking.                         |
| Can I speak to Karen Taylor, please ? | I'm afraid she is not in the office.          |
| Can you put me through to..... ?      | She is on a business trip to.....             |
| I'll call back later.                 | Can I help you ?                              |
| I'll send her an email.               | Hold the line, please.                        |
| Thanks for your help.                 | I'm sorry but his line is busy at the moment. |
|                                       | Can I take a message ?                        |

**Situation : Tom wants to speak to Karen in Australia.**

- Kim : Kim Benders speaking.
- Tom : Hello, this is Tom Filed from Lowis Engineering in London.  
Can I speak to Karen Taylor, please ?
- Kim : Oh hello, Mr. Field. I 'm Karen 's assistant. I 'm afraid she is not in the office today.  
She is on a business trip to Malaysia. Can I help you ?
- Tom : Oh, I see. Well, can you put me through to John Carter ?
- Kim : Of course. Hold the line, please. Hello, Mr. Field ? I am sorry but the line is busy  
at the moment. Can I take a message ?
- Tom : No, don't worry. I 'll call him back later.
- Kim : By the way, I know that Karen checks her emails every evening.
- Tom : Yes, that's good idea. I 'll send her an email. Thank you for your help.
- Kim : And she'll be back in the office on Friday, so you can speak to her then.
- Tom : OK. Good to know. Thanks a lot.
- Kim : No worries.
- Tom : Goodbye.
- Kim : Bye.

Business tip

**☞ Thanks for your help**

*Always thank assistants when you speak to them. They will remember you as a pleasant business contact and be more willing to help if you want to contact their manager in the future.*

**Practice : Welcome back to the office**

**☞ Making a small talk / Talking about the trip / Checking progress**

|  |
|--|
| <b>Key phrase</b>  |
| <b>Making a small talk</b>   |
| Good to see you again.<br>It's good to have you back<br>Well, it 's nice to have you back.   |
| <b>Asking about and describing past experiences</b>  |
| Good flight ?<br>What did you get up to ?<br>Did you do any sightseeing ?<br>What was the weather like ?<br>Lucky you !<br>It was awful.<br>Great !  |
| <b>Checking the progress</b>   |
| Is everything going well with you ?  |
| <b>Superlatives</b>  |
| But the best restaurants.....<br>It is the most amazing place.<br>On the hottest day,.....<br>*The superlative is formed like this : <b>short words</b> , for example hot add <b>est</b> – hottest.<br><b>Long words</b> , for instance amazing, add most – <b>the most</b> amazing. |

**Situation : After Tom's trip to Australia, he meets the manager, Diane.**

- Diane : Ah, Tom Good to see you again. !  
 Tom: Hello Diane. It is good to be back.  
 Diane : Good flight ?  
 Tom : Oh, it was awful ! We had to land in a very cold Moscow because of a technical problem. We stayed there for six hours.  
 Diane : Oh, dear. Well, it is nice to have you back. Is everything going well, do you think, with APU ? Did you get my email on Friday ?  
 Diane : About the APU Lowis joint management conference ? Yes, I think the APU people are really interested in the idea. I can give you more details in the project meeting later.  
 Diane : Great. So **what did you get up to** in Sydney ? I remember they have some very good Italian restaurants.  
 Diane : Yeah. But the best restaurants were the Japanese sushi bars.  
 Diane : Did you do any sightseeing ?  
 Tom : Yes, a little. John and his wife took me to Sydney Opera House to see Carmen.  
 Diane : Lucky you !  
 Tom : Yeah, it was a nice evening. My hotel room was overlooking Sydney Harbour.  
 It is most amazing place.  
 Diane : What was the weather like ?

**Business tip**

☞ *When a colleague comes back to work from a business trip abroad or vacation, it is polite to make a small talk about their trip. If you don't, they may feel you are not interested in them.*

## Useful phrases

### Telephone: Connecting

How can I help?  
Can I speak to ..., please?  
Who's calling, please?  
Please hold  
I'll just put you through  
Could I speak to.....please?  
Who shall I say is calling?  
Just a second  
I'll see if he's in  
I've got .....on the phone for you  
Hang on a moment

### Transcripts

Michelle: Hello, you've reached the marketing department. How can I help?  
Male: Yes, can I speak to Rosalind Wilson, please?  
Michelle: Who's calling, please?  
Male: It's Richard Davies here.  
Michelle: Certainly. Please hold and I'll put you through.  
Male: Thank you.

Michelle: Hello, marketing. How can I help?  
Male: Could I speak to Jason Roberts, please?  
Michelle: Certainly. Who shall I say is calling?  
Male: My name's Mike Andrews.  
Michelle: Just a second - I'll see if he's in. Hello, Jason, I've got Mike Andrews on the phone for you ...  
Okay - I'll put him through. Hang on a moment, I'm just putting you through.

### Telephone: Busy line

Can I speak to ..., please?  
I'm afraid he's in a meeting  
Can I help?  
Can you call back later?  
Can I take a message?  
Could you tell him that.....  
Can I take your number, please?  
OK, I'll make sure he gets the message

### Transcript

Claire: Hello, finance department.  
Jennifer: Hello, can I speak to Adrian Hopwood, please?  
Claire: I'm afraid he's in a meeting at the moment. Can I help?  
Jennifer: No, I need to talk to Mr. Hopwood, I think. What time will he be out of the meeting ?  
Claire: In about an hour. Can you call back later?  
Jennifer: Okay, I'll do that.  
Claire: Or can I take a message?  
Jennifer: Actually, would you mind? Could you tell him that Jennifer Mc Andrews called and that I'm in the office all day if he could call me back.  
Claire: Can I take your number, please?  
Jennifer: Yes, it's 5556872  
Claire: 5556872. Okay, I'll make sure he gets the message.  
Jennifer: Thanks very much for your help, bye!  
Claire: Goodbye!

**Telephone: Wrong number**

You must have the wrong number  
Is that not 556 8790?  
No, it's 555 8790  
Sorry about that ,I must have dialed the wrong number  
I'm sorry, you've got the wrong number  
I'll try and put you through  
His direct number is ...  
Sorry to have troubled you

**Transcript**

Male: Hello, this is the press office.  
Michelle: Rachel Allsop, please.  
Male: I'm sorry, You must have the wrong number. There's no-one of that name here.  
Michelle: Oh. Can I check the number I've got.... is that not 5568790?  
Male: No, it's 5558790.  
Michelle: Oh sorry about that. I must have dialed the wrong number.  
Male: No problem! Bye!  
Male: Hello, press office, can I help you?  
Ruth: Hello. Paul Richards, please.  
Male: I'm sorry, you've got the wrong number, but he does work here. I'll try and put you through.  
In future his direct number is 5558770.  
Ruth: Did I not dial that?  
Male: No you rang 5558790.  
Ruth: Oh, sorry to have troubled you.  
Male: No problem. Hang on a moment and I'll put you through to Paul's extension.  
Ruth: Thanks.

**Telephone: Making an appointment**

Can I speak to Brian Hibberd, please?  
I'm afraid he's in a meeting  
I'd like to arrange an appointment  
I'll just look in the diary  
When's convenient for you?  
Would next Wednesday be OK?  
He's free in the afternoon after about 3  
I could make it after 4, so shall we say 4.15 next Wednesday?

**Transcript**

Michelle: Mr. Jay Gatrell 's office!  
Peter: Hello, can I speak to Mr. Jay Gatrell, please?  
Michelle: I'm afraid he's in a meeting until lunchtime. Can I take a message?  
Peter: Well, I'd like to arrange an appointment to see him, please. It's Peter Jefferson here.  
Michelle: Could you hold on for a minute, Mr. Jefferson. I'll just look in the diary.  
So when's convenient for you?  
Peter: Sometimes next week if possible. I gather he's away the following week.  
Michelle: Yes, that's right, he's on holiday for a fortnight.  
Peter: Well, I need to see him before he goes away. So would next Wednesday be okay?  
Michelle: Wednesday ...let me see ... he's out of the office all morning.  
But he's free in the afternoon, after about three.  
Peter: Three o'clock is difficult. But I could make it after four.  
Michelle: So shall we say 4.15 next Wednesday, in Mr Hibberd's office?  
Peter: Yes, that sounds fine. Thanks very much.  
Michelle: Okay, then. Bye

## Office conversation

### Talking about Jobs

I'm a trainee.  
I work for a large company.  
I do the sales ledger.  
I'm in the accounts section.  
I've been there for 6 years  
It's a good job/interesting/well paid.  
What do you do?  
What's your job?  
What do you do for a living?  
Who do you work for?  
Is it interesting/hard work/well paid?

### Talking about work routines

We start at 8:30 and finish at 4:30  
We normally work from 8 till 5  
We don't work on Saturdays  
We have forty minutes for lunch  
I do a lot of travelling.  
I spend a lot of time on paper work.  
We are busy at the end of the month.  
We get four weeks holiday a year.  
Where do you work?

### Talking about personnel

My boss is the sales manager.  
I work under him.  
There are six of us in my department.  
The others are mostly women.  
It's a (friendly) department/section.  
There are 600 people in all.  
The company has 600 employees.  
(He's) out of work/unemployed.  
There are a thousand skilled workers here.  
She's looking for a job.

### Talking about Quitting and Finding Jobs

How did you find your new job?  
I went to an employment agency  
Was it worth it to do it that way?  
Yes. They were able to get me something good right away.  
I think I'm going to change jobs.  
What do you want to do that for?  
There's not enough chance to get ahead here.  
But don't forget you're getting a pretty good salary.  
Did it take you long to apply for a job?  
What did you have to do?  
Speak to people, fill out forms, and wait.  
Is Mary going to quit her job next month?  
No. She's going to quit next April.  
Are her parents going to support her then?  
No. She isn't going to ask them for any money.

### Office Conversations

Do you receive many enquiries about your product?

Yes. There are a good number every day.

You can't answer all of them personally, can you?

No. Unless they're obviously important, we send back a formal letter.

What did you spend all your time on today?

Checking the annual report.

Was everything in it all right?

No. I discovered several errors.

How is the mail handled?

The executive secretary opens it and sorts it out.

Is any record kept of incoming mail?

Yes. Everything is entered in the mail register.

I'd like to dictate a letter to the Reliance Company.

Just a moment please, while I get my shorthand notepad.

Would you also bring me the previous correspondence with them?

I've already placed the file on your desk.

### Remarks

- **"Hi"** is an informal way of saying "hello." Notice that the "i" sound in "hi" is extended, to show that Jane is very pleased to see Helen.
- **"How's it going?"** is an informal way of saying "How are you?"
- **"Fine, thanks — and you?"** Notice the rising intonation on "and you?" This shows that Helen is interested in what Jane has to say.
- **"Where are you off to?"** is an informal way of saying "Where are you going?" Notice the falling intonation since this is an information question, not a "yes/no" question.
- **"To the library."** Notice that Helen does not say "I'm going" here because that information was already established in the question "Where are you off to?"
- **"Oh, no"** is a way of saying "I sympathize with you" or "I understand you are not happy."
- **"See you later"** is an informal way of saying "goodbye."

**PART TWO : TELEPHONING**

**Practice : Telephone small talk**  
 ☞ **Making a small talk on the phone/ Making suggestions/Making arrangements**

|   |
|---|
| <b>Key phrase</b>   |
| <b>Telephone small talk</b>   |
| How's the weather ?<br>What's work like at the moment ?<br>Did you see tennis/golf last night ?<br>What are your plans for this weekend ? |
| <b>Making suggestions and arrangements</b>  |
| I was wondering if you could..... ?<br>When is a good time for you ?  |

**Situation : John Carter calls Tom Field in London**

Tom : Tom Filed  
 John : Hi Tom, John here.  
 Tom : Well, good morning.....sorry good afternoon, John.  
           How's the weather there today ?  
 John : Hot today and the radio says tomorrow will be hotter ! My sons want me to take them  
           down to the beach over this weekend so they can do a bit of surfing and we can have  
           a barbecue.  
 Tom : Sound great ! It 's raining here in London right now.  
 John : Oh, too bad ! Did you see the football last night ?  
 Tom : No, I missed it.  
 John : Good game. So what's work like at the moment.  
 Tom : Difficult ! Not all the teams here are happy about the merger. And I think the legal  
           department will be even more difficult. But Karen is going to talk to their boss, Peter  
           King soon.  
 John : Right. Umm, Tom, I was wondering if you could visit our offices here in Sydney ? You  
           could stay for a week and meet the people here.  
 Tom : Er....well , yes, but have you spoken to Diane about it ?  
 John : Not yet. She is not in the office at the moment. I 'll call her again later.  
 Tom : I see. Well....  
 John : So, when is a good time for you ?  
 Tom : Oh, well, I have to check my schedule first.  
           I 'll send an email with some suggestions. Is that OK ?  
 John : Yes, that's fine and I have to speak to Diane. Good.  
           Well, What are you doing this weekend ? Are you doing anything ?

**Business tip**

☞ **Small talk** is general conversation about the topics such as the weather, sport or work. It's a good idea to build up a friendly relationship with your business partners with small talk.



## Telephone English up close

| Very polite  | Polite  | Casual   |
|--|---|--|
| May I speak to Jenny ?<br>I'd like to talk to Jenny  | Jenny, please   | Is Jenny there?  |
| Who would you like to speak to?  | Who are you calling for ?   |  |
|  | This is Jenney.<br>This is Jenny from Great Power Company   |  |
| May I ask who is calling, please?<br>May I have your name, please?                           | Who's calling, please?  | Who is this?   |
| This is Great Power Company.<br>Great Power Company, may I help you ?                        |   |  |
| Could you put me through<br>the HR Department, please ?                                      |   |  |
| Could you wait for just one moment,<br>please?   | One moment, please.<br>Can I put you on hold ?  |  |
|  |   | Don't hang up,<br>he 'll be with you<br>in a minute                        |
| She is not available at the moment.<br>Please hold the line.<br>I'll see if she is available | Her line is busy right now.<br>She is on another line right now.<br>She is on the phone at the moment.  |  |
| Could you please take a message for me ?<br>Could you ask her to call me back ?              | May I leave a message ?<br>Please tell her I called.  |  |
|  | I'm sorry I missed your call this morning.<br>I ' m returning your call from this morning.<br>This is Jenny, returning your call from this morning. | I heard you called me.   |
|  | Would somebody answer the phone,<br>please?   |  |
|  | I 'll be at Jim's desk. Could you transfer<br>my calls there ?  |  |
| I would return you a call later.   |   | I've got to go now;<br>I'll call you back later.<br>I'll call you tonight. |

PART THREE : EMAILING

Practice : Emailing Australia

✎ Making suggestions/Making the appointments

|  |   |
|--|---|
| <b>Key phrase</b>                                    |   |
| <b>Business emails</b>                               |   |
| I tried to call you but.....                         |   |
| With regard to .....                                 |   |
| I look forward to speaking to you soon.              |   |
| Best wishes/Best,                                    |   |
| <b>Making suggestions and appointments</b>           |   |
| I think it is a good idea if.....                    |   |
| I suggest that I.....                                |   |
| Could you let me know if that's convenient for you ? |   |
| <b>Prepositions of time</b>                          |   |
| On [ Day ] :   | I will be back in the office on Friday 13 th                |
| In [ Month ] :                                       | in April/In 2014  |
| At [ clock times/festival ] :                        | at 8 o'clock / at Christmas                                 |
| <b>Modals for obligation</b>                         |   |
| We must make sure                                    | = This is very important for me and 100% necessary.         |
| I mustn't be late                                    | = It is very important for me that this does NOT happen.    |
| John says I have to check                            | = It is very important for somebody else that this happens. |
| I don't have to fly back to Sydney until Friday      | = it is not necessary.                                      |

**Situation** : Tom sends an email to Karen

Dear Karen

I tried to call you today but I heard you are on a business trip.

**With regard to** your email and your questions, I think it's a good idea if we discuss them with Diane, John and some other people from Lewis. I **suggest that** I organize a telephone conference call on Friday at 9 a.m. UK time ( 4 p.m. in Australia).Your assistant said you'll be back in the office then. **Could you let me know if that's convenient for you ?**

**I look forward to** speaking to you soon.

Best wishes,

Tom

**Practice : MAKING PLANS BY EMIAL**

**☞ Making request and suggestions/Talking about what is not allowed**

|   |
|---|
| <b>Key phrase</b>   |
| <b>Making suggestions</b>   |
| Why don't I ..... ?<br>If this is OK for you ..... ?<br>Perhaps we could.....   |
| <b>Requests and asking for opinions</b>   |
| How do you feel about this ?<br>What 's your opinion on ..... ?<br>Shall we ..... ?<br>Do you think you could ..... ?<br>Would you mind +[-- ING] ..... ? |

**Situation** : Karen sends an email to Tom.

Dear Tom

Following our telco discussion this afternoon, I had an idea. Why don't I come to your meeting on Monday morning with the LowisHR team ?

**If it 's OK for you**, we can show your HE people the APU Customer Relationship Management system together. We must make sure they are happy about using it. Then perhaps we could all have lunch together before driving down to Portsmouth in the afternoon. **How do feel about it ?**

By the way, I ' m going to take the train back to London on Monday night, after the meeting in Portsmouth. I have an appointment with Peter King from the Lowis legal Department on Tuesday morning and I mustn't be in late for that. John also says I have to check the servers in London **asap**. But I don't have to do anything else until Friday when I fly back to Sydney, so shall we meet again on Wednesday morning ?

If 's suitable for you, do you think you could reserve a meeting room in the office for us ?

Best regards,

Karen

Business tip

☞ *We must make sure.....*

*If you want your colleagues to agree to do something , it can help if you give them the feeling that you are doing something together by saying we are instead of you or I.*



| <b>WRITING EMAIL</b>       |   |
|----------------------------|---|
| <b>Body</b>                | <b>Samples</b>  |
| <b>Greeting</b>            | Dear Lillian,<br>Dear Mrs. Price,<br>Hi Kelly,<br>To Whom It May Concern:   |
| <b>Appreciation</b>        | Thank you for contacting ABC Company<br>Thank you for your prompt reply.<br>Thanks for getting back to me.  |
| <b>Purpose</b>             | I am writing to enquire about.....<br>I am writing in reference to .....  |
| <b>complimentary close</b> | Thank you for your help.<br>Thanks for your flexibility!<br>Thanks again for your interest in the program.<br>Thank you for the opportunity to .....,<br>Thank you for your patience and cooperation.<br>Thanks for considering my request.<br>Thank you for your consideration. If you have any questions or concerns, do not hesitate to let me know.<br>I look forward to hearing from you |
| <b>Ending</b>              | Best regards, , Sincerely, or thank you,<br>Best wishes or Cheers,<br>Best,<br>Best regards,<br>Best wishes,<br>All the best,<br>Regards,<br>Warm regards,<br>Cheers, [informal]<br>Ciao, [informal]<br>Sincerely,<br>With thanks,  |

**Sample :**

**Subject:** Checking On Reliable Landscapes Proposal

Dear Lynn,

I just wanted to check that you have received the landscaping proposal I emailed to you last week.

I haven't heard back and wanted to make sure it went through.

Can you please call me by Thursday so we can discuss? This is when our discount offer expires, and I want to make sure you don't miss it!

The quickest way to contact me is by cell phone.

Thanks!

Peter Schuell, Owner  
Reliable Landscaping, Inc.  
555.135.4598 (office)  
555.135.2929 (cell)



## Various HR occasion

### Congratulate Someone on a Speech or Presentation

Just a note to congratulate you on the outstanding presentation you made today on sexual harassment in the workplace. I felt you addressed the subject with openness, honesty and sensitivity. I believe many of us now understand the seriousness of the problem and how to deal with it much better than before.

I especially appreciated the examples you gave and the points of law that you applied to each. I wish you success in your efforts to educate all of us in the work force.

### Announce an Employee's Achievement

Our warmest congratulations to Eric Johnson, who recently received the industry's award for the best TV commercial of the year. A recent graduate from the Doe Academy, Eric joined us in 2001 and immediately attracted the attention of writers and artists with his avant-garde style. He says he enjoys working in our country setting, where he and his bride can enjoy the inspiration of the mountains.

The award is given each year for the commercial that industry writers and artists vote as most effective in the use of visual media. Eric will receive his award at the annual banquet of screen and television writers in February.

Our best wishes to Eric and to all our writers who set today's standard of excellence. Your futures look very bright.

I am pleased to inform you of the recent decision of the Board of Directors to promote you to Director of Marketing. You will assume this position on the first working day of the new year and will report directly to John Doe. In this position you will supervise the efforts of the six-member marketing staff and be responsible for directing their efforts as outlined in our Five-Year Plan.

Your two-year record with the marketing department affirms your strong marketing and people skills, which the board feels are essential to your new position. We are certain that you will enjoy continued success as our marketing director. Please accept our congratulations and best wishes.

### Compliment or Praise an Employee's Work Performance

Jane, we in management are well-aware of your personal contributions to the Doe project. Given a complex problem, you have a rare and enviable ability to find a simple solution. It is delightful to see how your eyes light up when you are working on new ideas. Thank you for the enthusiasm you add to the team. You are a great contributor. We hope you will be inspiring us with your innovative thinking for years to come.

I want to compliment you on getting the sales brochure out in record time. I know you had to spend time on Saturdays to pull things together after some of the data was lost, but you did it without complaint. I trust these kinds of pressures will be a thing of the past as we get new equipment. We sincerely appreciate your outstanding work in getting this campaign started right. Thank you, again, for taking this problem in stride. You have a promising future in the company.

### Accompany a Gift

Please accept this small book in honor of your promotion. It helps me keep focused on the art of living when stress starts to build. May you derive a similar benefit from it. Congratulations. You deserve it.

### Thank you for your appointment

Thank you for visiting us. We hope your experience was a positive one and that you will be returning to see us soon. . . .

If you have any questions or would like to provide feedback to us, we would like to hear from you. Please contact us at your convenience

### Note the Anniversary of an Employee's Service

On this, the tenth year anniversary of your employment with our corporation, I want to offer you my sincerest thanks for your loyal service.

Of course the Doe Corporation hired you because of your excellent academic record and your talent, but I never realized what a valuable employee you were until I had the opportunity to work with you. Over the past year you have continually impressed me with your decisive and efficient manner as you guided your department through many difficult times. I salute you for your efforts.

Please accept my compliments and congratulations on this tenth anniversary, as well as my wishes for continued success.

### Announce an Employee's Retirement

It is with personal regret but warm wishes that I announce the retirement of Jane Doe, effective May 31. Jane's leaving marks the end of an era for Doe Corporation. She was the first person to see the value of television advertising for our products, and has been on the cutting edge of marketing ever since. We are indebted to her vision and commitment for propelling us to our present position in the industry. Her work has assured our success into the next century.

We will honor Jane for her contributions in a farewell reception to be held in the President's Ballroom at 7:00 to 9:00 p.m. on Friday, May 30. We invite all employees to extend their good wishes to Jane in her new endeavors.

### Congratulate an Employee on the Anniversary of His or Her Service

We extend our best wishes to you on your 15 th anniversary of service with the Doe Corporation. Throughout the years we have enjoyed your dedication and enthusiasm for your job.

To show our appreciation for your hard work, we invite you and your wife to attend the Doe Corporation's annual awards banquet next month. You will receive your complimentary tickets in the mail.

We wish you continued success for many years to come.

Congratulations! This month marks your tenth year with the Doe Corporation. During the time you have worked with us, you have significantly contributed to our department's success, particularly in the area of sales where you have always been a leader that others could follow. We thank you for your enduring loyalty and diligence.

Enclosed is a gift certificate to help you celebrate this wonderful occasion. We wish you happiness and success now and always.

### Congratulate Someone on His or Her Retirement

Congratulations on your retirement!

You have been a great asset to the company and we will miss you very much. We always knew that our customers were in good hands when they were with you because you were patient and sensitive to their needs. We have appreciated that quality as well as your loyalty and willingness to accept assignments that were often beyond your normal duties. We will miss your commitment to excellence--and your cookies.

Retirement will be an adjustment but also an opportunity. I hope you will finally do the traveling you have been talking about, and that you will also write that book. You have been wise in the way you have planned your retirement. I hope it will work out well.

and please drop in to visit us from time to time.