



WRITING REFERENCE

1 Informal (reply) email

How to write
an informal
(reply) email

How to write an informal (reply) email

An informal (reply) email is used for written communication with friends, family members, close relatives and people you know very well.

What about structure and layout?

An informal (reply) email usually contains the following elements:

- your and the recipient's address
- date
- reference/subject line
- salutation
- main body (*divided into paragraphs*)
- closing
- signature
- additional elements (*enclosures*)

Please note: Continue with a capital letter after the salutation.

What about register / formality?

Use the correct register (*informal/semi-formal*) depending on the purpose of your email and the readership (*friend, family member, relative, etc.*).

Phrases for writing an informal (reply) email

Starting an informal email

Hi .../Hey .../Dear ... (*name of the recipient*)

Opening lines

Sorry it has taken me so long to write back.

How have you been?

I've been really busy recently, that's why ...

I just thought to drop you a line.

Commenting on the previous email

Thanks for getting back to me in your last email.

Thanks for your email, I was happy to ...

Glad to hear that .../read about ...

Moving on to the next topic

By the way, have you heard about ...?

The reason why I'm writing is ...

I thought I'd write you to tell you/ask you ...

Closing phrases

Well, time to go!/Got to go now!

That's all for now!

Drop me a line if you have time.

Please write back when you can, it would be great to hear from you.

Keep in touch!

Finishing off an informal email

Best/Best wishes

All the best

Bye for now

Sample task You are taking part in a student exchange programme with an Irish partner school. You will stay with a host family and have already emailed them. This is their answer:

From: david@patrickson.com
To: ... (your email address)
Subject: Welcome to our home!

Dear ... (your name)

We are excited that you'll be staying with us during your exchange programme! It'll be a great experience, and we're looking forward to getting to know you. We hope you'll feel at home with our family.

Before your arrival, we still have a few questions:

- Why did you decide to take part in the student exchange?
- Are there any activities or weekend trips you would be interested in?
- We once had a homesick student who had to leave after four days. Is homesickness a problem for you?

Looking forward to your reply!

Best wishes
David & the Patrickson Family

You have decided to reply to their email. In your reply email you should

- give reasons for taking part in the exchange
- describe activities you are interested in
- outline how you feel about homesickness.

Write about 200 words.



**Sample
informal
reply email**

From: ... (your email address)
To: david@patrickson.com
Subject: RE: Welcome to our home!

Dear David

Sorry it has taken me so long to write back, I've been feeling ill for the last few days. Thanks for your email, I was happy to read such a positive message from my host family. I can't wait to meet everyone!

I have decided to take part in the exchange because I want to travel abroad and experience new cultures. I also think it's the best way to work on my English. Plus, I've always loved Irish music! As for activities and weekend trips, I'd love to try authentic Irish food and travel to the Cliffs of Moher. If we have time, I've also heard that Galway is a beautiful city to visit. Aside from that, I'm open to any ideas that you may have.

Homesickness has never been a problem for me, so I have no reason to believe that it will be now. I believe I will be too excited to be in a new place to miss home for long. Besides, if I miss my family, I always have the option to call home and speak to them.

That's all for now! Please write back when you can about anything else you think I may need to know before I leave. Looking forward to meeting you and the whole family in person!

Best wishes
... (Your name)

2 Formal (business) email

How to write
a formal
(business)
email

The following structure can be used for most formal emails (e.g. *email to the editor, email of complaint/damage claim, email of application, email of inquiry/request, etc.*).

What about structure and layout?

A formal email usually contains the following elements:

- | | |
|--|---|
| ■ your and your recipient's email address | ■ closing |
| ■ date | ■ signature |
| ■ reference/subject line | ■ additional elements (e.g. <i>receipts, pictures, etc.</i>) |
| ■ salutation | |
| ■ main body (<i>divided into paragraphs</i>) | |

What about register/formality?

A formal email should be polite and factual. Do not use informal language (e.g. *short forms, question tags, etc.*). After the salutation always continue with a capital letter.

2.1 Email to the editor

How to write
an email to
the editor

What is an email to the editor?

An email to the editor is a formal piece of writing and is sent to a newspaper, magazine or any other printed publication. You write in favour of or against an issue and/or give information about an issue. Usually facts and emotions/the writer's personal opinion are combined.

(> *Formal email*)

Phrases for writing an email to the editor

Starting an email to the editor

Dear Editor/Dear Sir or Madam (*if you do not know the name of the recipient*)

Dear Mr .../Dear Ms ... (*if you know the name of the recipient*)

Opening lines

Referring to the newspaper article ... (*title*) from ... (*date*), I would like to state my personal opinion.

I read your article about ... and would like to state my personal opinion on that issue.

My name is ... and I am affected by ... as well/I live in the area where ...

I am a student myself who ...

Structuring the main part

The article says that according to experts/scientists, ...

I am sure that many teenagers/adults ... can see my point when I say that ...

My first/second ... argument is ...

Moreover, we should bear in mind ...

However, after considering all these advantages/disadvantages, we all should/we need to/it would be a good idea to ...

I agree/disagree with the author's opinion on ... because/as ...

For me personally, ...

In addition to this, ...

All in all, ...

Closing phrases

I hope my comments/suggestions will be taken into consideration.

I truly hope that the government/politicians/we ...

Thank you for shedding light in this important/critical issue. Articles like yours inspire change and ...

Finishing off an email to the editor

Yours faithfully (*if you do not know the name of the recipient*)

Yours sincerely (*if you know the name of the recipient*)

Sample task You came across the following article on www.teenvogue.com.



From anger to activism

by Derry Oliver, Cobble Hill High School

1 Growing up, I was told I'd make a great journalist. Yet I was never told where to start, or when. I've never gone to a school with a student publication, but I've always found ways to compensate. I
5 carried around a unicorn notebook with nearly 40 questions for every career day volunteer. I was told: "Derry, we love the questions, but we have to move on", "Derry, you don't ask someone questions about their personal life."
10 Every time I'd hear the word "journalism," I couldn't help but listen attentively. I stayed up late looking for paid internships a twelve-year-old could do, researching *Fordham University's Journalism School* and, of course, trying to find high
15 schools with journalism programs. But I ran into the harsh reality that most high schools don't have these kinds of programs. Still, I was determined. I researched opportunities at *Vogue* and *Teen Vogue*, watched vlogs from interns and tried to find local
20 journalism programs in New York. *The School of The New York Times!* sounded like a sweet deal until

I found out it cost \$5,935. I closed my laptop and cried myself to sleep.

It is so annoying to know what I want to do, but to not have the ability to do it because of my financial 25 circumstances and where I go to school. So I have turned my anger into activism by helping lead the *NYC Youth Journalism Coalition*.

This spring, we've built partnerships with City Council members, most recently leading a day 30 of action at the City Hall with the Council's Black, Latino & Asian Caucus. We've worked with Council Member Rita Joseph, who leads the Education Committee, to introduce a resolution calling on the Department of Education to provide 35 support for a student publication at every high school. We've raised over \$200,000 to build a new, world-class curriculum with the *CUNY Newmark Journalism School*. And we're just getting started.

Ever since, I've said to myself: "Little Derry 40 would've been proud of me."

You have decided to comment on the article. In your email to the editor you should

- ☐ explain why you felt inspired to comment on the article
- ☐ point out why access to journalism programmes is important for students
- ☐ outline whether or not you would be interested in being a teenage journalist yourself.

Write about 200 words.

Sample email to the editor

	From: belinda.johnson@yahoo.com To: d.oliver@teenvogue.com Subject: Journalism for a better future
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Dear Editor

I read your article about Derry Oliver's journey to becoming an activist and would like to state my personal opinion on that issue. I am a student myself who has found it difficult to study journalism because of my school, so it was really inspiring to see him find another way to make a difference.

I am sure many teenagers can see my point when I say that all students should have access to journalism programmes. Younger people are usually most affected by issues that journalists cover, or at least very interested in them. If we want to make sure our voices are heard, we need to be able to consider careers in journalism. Derry Oliver may have found a way to contribute without being a journalist, but that does not mean everyone will have the same chance.

For me personally, I hope to one day write articles for an important news organisation like *The New York Times* or *The Wall Street Journal*. Although I am just a teenager, I think I can be an important voice for change.

I hope my comments will be taken into consideration. Every teen should be able to pursue their dreams, no matter who they are or where they go to school.

Yours faithfully
Belinda Johnson

2.2 Email of complaint / Damage claim

How to write
an email of
complaint/
damage claim

What is an email of complaint / damage claim?

An email of complaint and a damage claim are formal pieces of writing that should be polite and factual.

A **damage claim** is a formal request to get a refund, replacement or compensation when a product arrives damaged or does not work properly. It usually includes proof, like photos or a receipt. A damage claim is more official and usually asks for a solution, while a complaint focuses on sharing a problem.

An **email of complaint** is when a customer expresses dissatisfaction about a product, service or experience. It does not always ask for money or a replacement but tells the company about a problem.

(> *Formal email*, p. 214)

Phrases for writing an email of complaint / damage claim

Starting an email of complaint / damage claim

Dear Sir or Madam *(if you do not know the name of the recipient)*

Dear Mr ... / Dear Ms ... *(if you know the name of the recipient)*

To Whom it May Concern: *(if you are writing to a company's general email box and are not sure who will be receiving your email)*

Opening lines

I am writing with regard to ...

I am writing in connection with my order ... *(order number)*, which arrived this morning / yesterday ...

I am writing to complain about the quality of the product I bought from your website / the poor service I received from your company.

Structuring the main part

First of all, I have to say that ...

In general, I was satisfied with many aspects of the programme / service ..., but I would like to complain about several things that went wrong.

However, it must be said that several things were unsatisfactory, for example ...

The goods which I received were faulty / damaged / in poor quality ...

The product I received was well below the standard I expected. / The product I ordered has still not been delivered.

To make matters worse, ...

Closing phrases

As you will appreciate, considering the problems I faced during my stay / with the product sent ..., I would be grateful if you could give me a refund of part of the price / send a new product ...

I must insist on a full refund / immediate replacement ...

I hope that you will deal with this matter promptly, as it is causing me considerable inconvenience.

Finishing off an email of complaint / damage claim

Yours faithfully *(if you do not know the name of the recipient)*

Yours sincerely *(if you know the name of the recipient)*

Sample task

CALIFORNIA CALLING

Kennedy College Summer School • Santa Monica, California



- ✓ welcome party
- ✓ all meals included for four weeks
- ✓ academic summer course of your choice
- ✓ free Internet access – WiFi on campus
- ✓ free use of sports grounds
- ✓ surfing at Venice Beach
- ✓ Los Angeles sights

You took part in the summer course described in the advertisement in Los Angeles, California. Some things were great but others did not work out as you had hoped. You have decided to provide feedback to the company that organised the programme.

In your email you should

- ☐ explain what you liked about the camp
- ☐ complain about what went wrong
- ☐ suggest what could be changed.

Write about 200 words.

Sample email of complaint

● ● ●

From: sarah.huebner@gmx.at
To: kenncoll_summer@kennedy.us
Subject: Summer Camp_feedback

Dear Sir or Madam

I am writing with regard to the summer school I attended at *Kennedy College* in Santa Monica last August. In general, I was satisfied with many aspects of the programme, but I would like to complain about several things that went wrong while I was there.

First of all, I have to say that the campus was really pleasant and the staff were very helpful. I was also given all the information I needed to choose the most appropriate courses for me.

However, it must be said that several things were unsatisfactory, for example the welcome party mentioned in the advertisement consisted only of one welcome drink on arrival. More importantly, the quality of the meals provided during the four-week programme was unacceptable. Most meals consisted mainly of hamburgers, fries and cola, hardly a balanced diet. I suffered from stomach problems during and after my stay.

As you will appreciate, considering the problems I faced during my stay, I would be grateful if you could give me a refund of part of the price of the programme.

Furthermore, may I suggest employing a student advisor who is available to deal immediately with any problems and complaints on campus. This way the quality of service could be improved without delay.

Yours faithfully
Sarah Hübner

2.3 Email of application

How to write an email of application

What is an email of application?

An email of application is a formal piece of writing and expresses interest in applying for a certain job/position. You give information about your educational background, your professional skills and qualifications, your work experience and your personal skills.

(> Formal email, p. 214)



Phrases for writing an email of application

Starting an email of application

Dear Sir or Madam *(if you do not know the name of the recipient)*

Dear Mr .../Dear Ms ... *(if you know the name of the recipient)*

To Whom It May Concern: *(if you are writing to a company's general email box and are not sure who will be receiving your email)*

Opening lines

I am writing to apply for ... advertised in ... *(name of newspaper)*/on your website ... on ... *(date)*.

I saw the flyer/job advertisement at school/online and thought that doing this internship/applying for this (summer) job would be an amazing opportunity for me.

As requested, I am enclosing my qualifications/certification/my résumé ...

Structuring the main part

Personally, I am ...

I would love to improve my skills and abilities in ... *(subject/job field)* because ...

I am a competitive candidate for this position because ...

The position presented in your job advertisement is very interesting to me, and ...

I believe my technical experience and education will make me a very competitive candidate for this position.

The key strengths that I possess are ...

Because ..., I believe I would be a great asset to have on your team.

Closing phrases

I would love to hear more about ... in an interview.

Please contact me if you need any further information.

I can be reached anytime via email at ... *(email address)* or on my smartphone ... *(phone number)*.

My contact number is ...

Thank you for your time and consideration.

Finishing off an email of application

Yours faithfully *(if you do not know the name of the recipient)*

Yours sincerely *(if you know the name of the recipient)*

Sample task The principal of your school has forwarded the following advertisement to all 3rd year students:



Apply for an internship abroad now!

The EU makes it possible for graduates of technical schools to gain work experience in other EU countries.

ETS (European Training Services) will forward your application to partner companies in the EU countries of your choice.

Tell us why you are a suitable candidate for this amazing opportunity!

Send your application to: office@ets.eu.

You would like to gain work experience in a company in an EU country. In order to apply, you need to write an email of application.

In your email you should

- ☐ explain why it is important for you to gain work experience in another country
- ☐ present the relevant features of your educational background
- ☐ convince *ETS* why you should be given a chance.

Write about 220 words.

Sample email
of application

● ● ●

From: Sophia Moser@gmx.at
To: office@ets.eu
Subject: Application for internship abroad

To Whom It May Concern:

I saw the advertisement for an internship opportunity in the EU and thought that applying would be a great opportunity for me. In today's globalised world, it is very important to have experience with international clients, and I would be very grateful to have the chance to test my skills while abroad.

I believe my technical experience and education will make me a very competitive candidate for this position. I have a great deal of experience working on job sites, making calculations for structural engineering projects and working on a team. Additionally, my language skills allow me to explain technical concepts and ideas that I have learnt in my home country in ways that anyone can understand. I would love to improve my abilities in talking to customers and working on project concepts. I am a highly motivated and curious learner, and working abroad would be an incredible chance for me to prepare myself for the real world and the future job market.

I would love to hear more about the different possibilities for internships in an interview. Please contact me if you need any further information. Thank you for your time and consideration.

Yours faithfully
Sophia Moser

2.4 Email of inquiry / request

How to write
an email of
inquiry/
request

What is an email of inquiry/request?

An email of inquiry/request is a formal piece of writing and expresses interest in a specific matter. You would like to get some information about a product or service.

(> Formal email, p. 214)

Please note: Use indirect questions in an email of inquiry/request, e.g.:

Could you please tell me ...?

I would be interested in knowing ...?

Would it be possible to ...?

Can I ask you ...?

Phrases for writing an email of inquiry / request

Starting an email of inquiry / request

Dear Sir or Madam *(if you do not know the name of the recipient)*

Dear Mr .../Dear Ms ... *(if you know the name of the recipient)*

Opening lines

I am writing to express my interest in .../to inquire about .../as I would like to know more about ...

My name is ... and I was encouraged by ... to contact you about ...

I came across your products/services online and would be interested in ... *(verb + -ing)*

Structuring the main part

I would like to hear more about the concrete details of ... *(name of product/service ...)*.

I would be grateful if you could send .../give me some information about ...

Is there any chance of ... *(verb + -ing)*?

Would you mind telling me ...?

I was wondering if/whether ...

Additionally, it would be great to know if ...

Finally, I would like to know ...

>

Closing phrases

Thank you for reading; I am so excited about ... *(name of product/service ...)*.

I look forward to your response.

I look forward to receiving the requested information.

Thank you very much in advance.

Finishing off an email of inquiry/request

Yours faithfully *(if you do not know the name of the recipient)*

Yours sincerely *(if you know the name of the recipient)*

Sample task

You want to do a language course abroad to improve your English skills. You had a first look at the website of an organisation offering language courses in the EU. You have some questions you need to ask. In your email of inquiry/request you should

- explain why you are writing
- give information about the course you want to take *(title of the course, level of English, when, for how long, etc.)*
- ask for further information (see [Notes](#)).

Write about 200 words.

My notes

- group size
- focus on spoken/written English
- price
- accommodation (hotel, host family, hostel)
- sightseeing and after-class activities



Sample email of inquiry/request

From: julian_bauer@gmail.com
To: office@languageschoolabroad.eu
Subject: Information about language course

Dear Sir or Madam

I am writing to express my interest in the English language courses listed on your website. I was specifically looking at your course offerings in the EU and have a few questions about them.

I am interested in taking the B1 English course that lasts for two weeks, starting in August. I would like to hear more about the concrete details of the programme and was wondering if you could give me more information about this particular offer.

First of all, I would like to know how large the group of students who participate in the course would be, since I often learn better in a small group. Additionally, it would be great to know if the language lessons focus more on spoken or written English. I would also appreciate more information about opportunities to go sightseeing and do other after-class activities, if that would be possible.

Finally, I would like to know what types of accommodation are offered, as well as the different prices for each type of programme or course.

I look forward to receiving the requested information and continuing my language journey abroad! Thank you very much in advance.

Yours faithfully
Julian Bauer

3 Blog entry

How to write
a blog entry

What is a blog entry?

Blog is a short form of the word *weblog*. A blog entry is a frequently updated online personal journal/diary. It is used to share your thoughts, experiences and interests and/or to promote and to advertise a business/product.

What about structure and layout?

A blog entry usually contains the following elements:

- a catchy title
- a (user)name
- the publishing date and time
- paragraphs (*introduction, main body, ending*)

Please note: Try to address the readers directly and motivate them to comment on your opinions and arguments.

What about register / formality?

A blog entry can either be formal or informal depending on the purpose and the readership.

Phrases for writing a blog entry

Title: ...

Username: ...

Date and time: ...

Addressing your readers

Hi ...!/Hi everyone!/Hey guys!

Introducing the topic

I haven't been around much ...

Is it just me who thinks that ...?

This blog will focus on/give you an idea how ...

I've recently come across an interesting article/survey on ... (*topic*) and would like to share the most important findings with you.

Structuring the main part

Do you guys also have troubles with that?

Considering/Regarding ... (*topic*), I can only say that ...

For example, ...

Don't get me wrong, but ...

Considering the fact that ..., it is safe to say that ...

What would you say if I told you that ...?

Another point I'd like to mention is ...

Closing phrases

What do you think about that?

Looking forward to seeing other comments on that topic!

Leave a comment and tell me how you feel about/deal with ...

>

Sample task Alex, an American friend of yours, has a blog for cinema lovers and wants to include blog entries about films from other countries all over the world. Alex has asked you to write a blog entry about Austrian films.

In your blog entry you should

- describe your preferences when it comes to films
- suggest an Austrian film that Americans may enjoy
- comment on the differences between Austrian and American films.

Give your blog entry a title. Write about 200 words.



Sample blog entry

The special characteristics of Austrian films

by Philm_Riss55

13 May, 8:45 am

Hi everyone!

My good friend Alex needed a break from writing about movies, so he called his friends from around the world – and here I am. This week's edition: Austrian films.

I usually enjoy intellectual movies, like detective stories, thrillers and even some horror films if they have a good plot. Is it just me who thinks that horror movies need a story just like any other film?

Anyway, one Austrian film I recommend is *The Counterfeiters* by Stefan Ruzowitzky. It's based on real events, full of mystery and explores moral issues in a way that many American films don't. Plus, it won an *Oscar*, so it's definitely worth checking out.

What would you say if I told you that Austrian films tend to be more cynical and depressing compared to American films – and they often deal with real, deep, everyday problems. American films usually focus on extreme emotions and happy endings, whereas Austrian films offer a more realistic view of life. They can be pretty sad or strange for those used to romantic comedies.

What do you think about that? Leave a comment and tell me how you feel about the film, or the differences between Austrian and American movies in general. Looking forward to hearing from you!

4 Blog comment

How to write a blog comment

What is a blog comment?

A blog comment is a written statement that expresses an opinion about someone or something (e.g. *an article, a blog entry, etc.*).

What about structure and layout?

A blog comment usually contains the following elements:

- a (user)name
- the publishing date and time
- paragraphs (*introduction, main body, ending*)

Please note:

- Use convincing arguments to support your point of view.
- Try to address your readers directly and motivate them to comment on your opinions and readership.

What about register / formality?

A blog comment can either be formal or informal depending on the purpose and the readership.

Phrases for writing a blog comment

Introducing your comment

I've never really cared about ..., but your blog entry has made me think. That's why I decided to share my thoughts.

I've recently come across your blog and couldn't believe that ...

Thanks, ... (name of author), for a really cool post/for bringing up this point.

Thank you, ... (name of author), for your post about ...! I've never paid much attention to ...

Structuring the main part

First of all, ...

What's different, though, is that ...

This is why I/you ...

Like you, my friends/my parents ...

Considering/Regarding the fact that ...

I'd suggest ...

Closing phrases

What about you? Leave a comment about ...

But enough about me. How about you?/But enough about my opinions – what do others think?

Leave a comment and tell me how ...

What do others think? Looking forward to discussing this further.

Sample task *betterfood.com* is an online platform where people post their ideas about food options at schools. This is what a young woman from Britain wrote:

School food matters

by Sandra Meyers

10 March, 11:30 pm

I still remember the days when I carried my lunchbox to school, but I can't remember what was inside. Maybe I can't remember because it was the same as everyone else's food. And at the school cafeteria, the variety of food offered didn't get any better.

Why is it that we do not care about the food that is offered at school? What's it like in your country, at your school?

Looking forward to your comments!



You have decided to comment on this blog entry. In your blog comment you should

- ☐ describe the food situation at your school
- ☐ suggest what kind of food should be offered at schools
- ☐ discuss if schools are responsible for teaching pupils about food.

Write about 200 words.

Sample blog comment

by Simon345

16 March, 4:15 pm

Thanks, Sandra, for your post about school lunches! I've never paid much attention to what I eat at the school cafeteria, but your post made me think. First, at my school, we have a small area where we can buy meals and drinks during the day. There's a specific time when we can go. Most of the meals aren't really my idea of tasty food – there are a lot of fried items, and the drinks are full of sugar.

I think there should be more nutritious options – like sandwiches with plenty of vegetables and some fruit as a snack. It's hard to focus on work if you have a sugar high, so I'd suggest that school cafeterias stop selling soft drinks. Considering the fact that most school cafeterias also sell desserts, I think sweet snacks should be banned unless they are low in sugar. It would also be better for the long-term health of students. While schools are not the only ones responsible for teaching students about healthy food, they can still play a part in educating them. They should offer healthier choices and provide more options that are both nutritious and taste good.

But enough about my opinions – what do others think? Is this idea realistic? Leave a comment and tell me how you feel!

5 Report

How to write
a report

What is a report?

Reports are widely used in working life. The aim of a report is to present and/or summarise information in a short, precise and objective way.

What about structure and layout?

A report usually contains the following elements:

- information about the recipient, the writer, the date/time and the subject/title
- introduction (*stating the aim of the report*)
- paragraphs and subheadings
- conclusion (*giving suggestions or recommendations*)

Please note: Do not use the personal 'I' in a report, instead passive constructions are used.

What about register/formality?

A report is a formal piece of writing that should be clear, factual and neutral. Do not use informal language (e.g. *short forms, colloquial language, generalisations, etc.*).

Phrases for writing a report

To: ...

From: ...

Date: ...

Subject: ...

Introduction

This brief report aims to analyse/summarise/discuss/inform about ...

The purpose/main aim of this report is to ...

The survey was conducted by ... (*name of source*) in/on ... (*year/date*).

The results are presented below.

Main findings

The bar chart/pie chart/graph/infographic/statistics ... shows/depicts ...

... is/are on top of the list with ... per cent.

... ranked lowest with only ...

While ... per cent claim/claimed ..., almost half of the interviewed ...

The majority/minority (of people, of those surveyed, etc.) said/answered that ...

One out of four/A quarter/One third ... feels/felt that ...

Half of the interviewed claim/claimed that ...

Fifty per cent/Twenty-five per cent state/stated that ...

Conclusion and recommendations

The results of the survey clearly show that ...

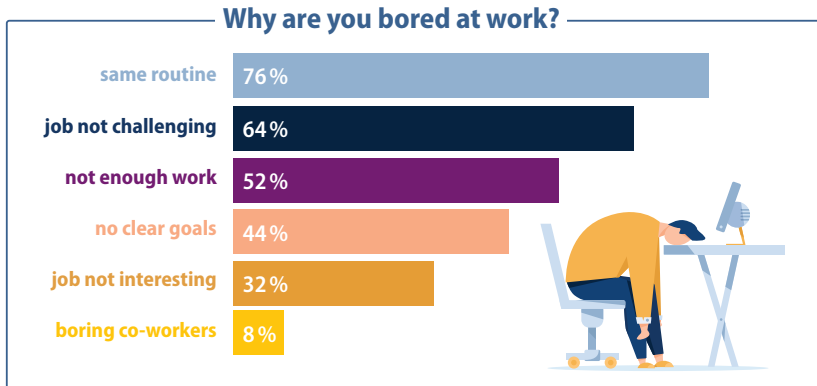
Based on the findings/survey results, it can be suggested/concluded that ...

All in all, ...

Sample task

You are doing an internship at an international company with a group of other interns. 34 of the 42 interns say that they are bored at work. Your head of department has asked you to do a survey of all interns and write a report about your findings.

Here are the results:



In your report you should

- analyse the findings of your survey
- give examples of the possible effects of boredom at work
- recommend ways to give interns more responsibility.

Divide your report into sections and give them headings. Write about 200 words.

Sample report

To: ... (name of boss)

From: Marguerite Roberts

Date: 16 October 20__

Subject: Report on boredom at the workplace

Introduction

The aim of this report is to summarise the results of a survey conducted among interns at the company. All interns were asked the same question: "Why do you feel bored at work?" The findings are presented below.

Results

Out of 42 interns, 34 reported feeling bored at work. The bar chart illustrates the main reasons for this. Over 75 % of the participants cited a repetitive routine as the cause of their boredom. More than 50 % stated that their boredom was due to the job not being challenging enough or because they had insufficient work. The least common reason was "boring co-workers", which indicates that most interns enjoy good relationships with their colleagues.

Effects

Boredom can have several negative effects on the work environment. Firstly, it can lead to a lack of interest, which becomes problematic when interns are required to complete more complex tasks. Secondly, not being challenged can result in laziness, meaning that interns with the potential to contribute significantly may end up accomplishing much less work than expected.

Conclusion and recommendations

Based on the survey results, it can be concluded that interns need to feel their work is meaningful, even if their role is small. Giving them tasks that are part of ongoing projects instead of just routine work will help them stay interested and avoid getting bored.

6 Description

How to write
a description

What is a description?

A description is a text that tells us what someone or something is like, what a certain place is like or how something works or happens.

- When you describe a **company**, you should give the most important information about it (e.g. *company name, legal status, the name/s of the company owner/s, the location of the headquarters, company history, etc.*). You should also briefly describe the products or service/s offered and the target market. You can also include information about what the company wants to accomplish in the future. Do not include your personal opinion about the company.
- When you describe a **process**, you should give a brief definition of the process that is going to be analysed and explain its purpose. You should also provide any necessary context (e.g. *who or what performs the action, and under what conditions; what is its significance, ...*). Don't forget to give a concise overview of the process before breaking the whole process up into smaller stages. Give a step-by-step description. In the final part of your description you should review the major steps of the process.
- When you describe a **person**, you should give information about the person's appearance, personality, behaviour and style.
- When you describe an **object**, you should give information about the appearance, the function, the material and the design.
- When you describe a **place** or an **area**, you should give information about the location and the purpose/function. You should also describe what you see, hear, smell or feel in that place/area and compare the place/area to other places/areas. You can include personal experiences or stories to make your description lively.

Describing a
person / an
object / a place
or an area
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What about structure and layout?

A description should

- have a catchy title or give the company's name
- have a clear text structure
 - introduction: giving general information about the company/person/object/place/process that is described
 - main part: describing the company/person/object/place/process in detail
 - conclusion: a closing statement

Please note: Use descriptive language (e.g. *comparisons: He is as tall as his father*) and adjectives to make your description lively.

What about register / formality?

A description is a formal piece of writing. Do not use short forms (*isn't, can't, hasn't, ...*).

Phrases for writing a company description

... (*name of company*)

Company ownership

... (*name of company*) is owned by ... and operates in the field of ...

The company is recorded under the name of ... in the commercial register.

The company is run by .../The CEO of the company is ... He/She holds a 20/50 ... percentage share of the company.

... (*name of person*) also has a key role in the company, he/she is responsible for ...

At the moment the company has ... employees and its headquarters is located in ...

Description of the product/s / service/s

... (*name of company*) produces .../offers ...

The product/s/service/s is/are unique because ...

The product/s/service/s offered is/are better than those of the competitors because ...

The product/s/service/s is/are worth the cost because ...

Company history

The company was founded in ... (year) by ... (name of person).

In the beginning the company was not very successful/quite successful because .../The company was successful right from the start as/because ...

In ... (year) the company was taken over by ... (name of company/person).

After two/three ... years ... (name of person) sold his/her share of the company/bought shares of the company.

The company started being operated by only one person/two people ...

The company's future prospects

In the near future ... (name of company) wants to increase productivity/increase sales numbers/relocate/employ more staff ...

... (name of company) is also excited to relocate to/increase ...

In about ten years' time .../Soon the company hopes to ...

Sample task

You saw the following advertisement of *AustrianStartups*, an independent and non-profit platform of, by and for the Austrian startup community.

It's your start!

Have you ever dreamed of working for a successful Austrian startup and gaining business expertise? Then we have the perfect opportunity for you.

AustrianStartups is offering a 6-week internship at an Austria startup of your choice.

The only thing you have to do is write a company description of the startup where you would like to do your internship and send it to internship@austrianstartups.com.

If your company description is among the top 10, you will be invited for an interview.

You have decided to send in a company description. In your description you should

- ☐ give a brief company overview
- ☐ inform about the company's history
- ☐ outline future prospects of the company.

Write about 250 words.



Sample description

Refurbed: Repackaging the Future

Refurbed is owned by Peter Windischhofer, Kilian Kaminski and Jürgen Riedl and operates in the field of refurbished electronics. At the moment, the company has over 150 employees, and its headquarters is located in Vienna, Austria.

Refurbed offers completely renewed electronics which work like new. These can include anything from smartphones to household appliances. The products are unique because they work like new but are much cheaper. And because the products are renewed, they are much better for the environment.

The company was founded in 2017 by Peter Windischhofer, Kilian Kaminski and Jürgen Riedl, the same owners who run it to this day.

The company was successful right from the start because the idea of affordable and eco-friendly electronics was very popular.

In the near future, *Refurbed* wants to increase productivity and sales numbers so that it can continue to grow and provide a valuable service for customers all over Europe, and possibly the world. *Refurbed* is also excited to increase the number of employees at the company to provide exceptional customer service. In about ten years' time the company hopes to be the number one electronics provider in Europe, not only so it can continue to grow as a business but also so that it may continue to help people save money and protect the environment at the same time.

7 CV

How to write a CV

What is a CV?

A CV (*Curriculum Vitae*) gives personal details, information about your educational background, your professional skills and experience, and your interests and achievements, etc.

What about structure and layout?

A CV should not be longer than two pages and usually contains the following elements:

- personal details and contact information
- education and qualifications
- work experience/internships
- relevant skills for the job
- interests and achievements
- references

What about register / formality?

A CV is a formal piece of writing that should be clear, concise and up-to-date with current educational and employment information. Give relevant information only. Do not use informal language (e.g. *short forms, colloquial language, generalisations, etc.*).

Please note: Using bullet points rather than full sentences could help structure your CV well.

Sample CV

Jasmin Dedic



Profile

Highly motivated vocational school graduate with expertise in software development projects, able to work both independently and as a supportive team member. Wide-ranging experience in IT and business. Flexible and able to assess situations quickly. Articulate and confident when dealing with people.

Education and qualifications

- | | |
|-----------|---|
| 2021–2025 | Vocational School for Informatics, Leonding, Austria.
School-leaving qualification: <i>Final exam</i>
Key vocational subjects: Business Management, Electronics (<i>Workshop and Production Technology</i>), Electronics Design, Applied Electronics, Network Technology (<i>Workshop and Production Technology</i>), Communication Electronics, Software Engineering |
| 2017–2021 | Secondary school, Linz, Austria. Special interest: natural sciences. |

Work experience

- | | |
|----------------|--|
| Jul.–Aug. 2024 | Trainee at <i>BEKO</i> , Linz, Austria:
IT support, software/hardware management – assessing needs and providing support, server patching – working independently and keeping meticulous records. |
|----------------|--|

Interests and achievements

- As scout leader in my local scout group, I had to set a positive example and take responsibility for the younger members of the group.
- I particularly enjoy playing strategy computer games because they make you think, not just react.
- My interests also include travelling; I plan to visit every European capital before my 21st birthday.

Further information

- Mother tongue: German
- Foreign language skills: English (B1/B2); Croatian (A2/B1)
- Computer skills: good working knowledge of *Microsoft Office* tools, *Windows* and *Linux* operating systems; strong development skills in *Java*, *C#*, *C*, *HTML*, *Android*; basic knowledge of graphic design applications
- Clean driving licence

References

Mr Martin Sternath, Head Teacher, HTL Leonding, 4060 Leonding, Austria.

Other references available upon request.

Contact details

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