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Annisa Nur Istiqomah

# ENGLISH

## FOR OFFICE & BUSINESS



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**Dr. Sayit Abdul Karim, S.Pd., M.Pd.  
Annisa Nur Istiqomah**



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Modul Pembelajaran

# **ENGLISH FOR OFFICE & BUSINESS**

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## PENGANTAR

Alhamdulillah, Puji syukur kami panjatkan kehadirat Allah SWT, atas limpahan rahmat dan karuniaNya, sehingga kami dapat menyelesaikan penyusunan modul yang berjudul “*English for Office & Business*” ini tepat waktu. Sesuai dengan judulnya, modul ini diperuntukkan bagi pemelajar/mahasiswa, kalangan umum, pencari kerja, karyawan yang berada baik di level frontliner, supervisor, maupun manajer yang ingin memperdalam pengetahuan bahasa Inggris di bidang khusus yaitu bahasa Inggris di bidang perkantoran dan dunia bisnis/kerja.

Materi ajar yang ada dalam modul ini cukup komprehensif dan disusun sesuai dengan kebutuhan pemelajar yang disajikan dalam 16 Unit Pembelajaran, yaitu: *Unit 1: Jobs, Unit 2: Working Conditions, Unit 3: Office Equipment, Unit 4: Making Arrangement, Unit 5: Making Request, Unit 6: Speaking on the Phone, Unit 7: Business Meeting, Unit 8: Present Tense, Unit 9: Past Tense, Unit 10: Future Tense, Unit 11: Applying for a Job, Unit 12: Preparing Interview, Unit 13: Inquiry Letter, Unit 14: Writing Memos, dan Unit 15: Writing Email*. Pada setiap unit terdapat tujuan pembelajaran yang akan dicapai, materi ajar yang memuat keterampilan membaca, berbicara, menulis, dan mendengar, serta kosa kata yang relevan dengan topik yang dibahas. Untuk memperdalam pemahaman pemelajar diberikan latihan soal dan juga drill pada setiap unit.

Modul ini dapat digunakan oleh berbagai pihak sebagai sumber materi utama dan/atau tambahan untuk belajar mandiri dan juga dapat dipakai oleh guru, tutor, dan dosen dalam Mata Kuliah *English for Office & Business* di institusi pendidikan menengah dan tinggi. Materi yang tersaji dalam Unit 1-16 tersebut dapat dibagi ke

dalam beberapa pertemuan yang tersaji dalam silabus Mata Kuliah sesuai dengan kebutuhan pemelajar, dan capaian pembelajaran yang telah ditetapkan.

Seiring dengan perkembangan ilmu pengetahuan dan teknologi, tentu cakupan dan pengembangan materi ajar dalam modul ini akan selalu dirasa belum sempurna, oleh karena itu saran dan masukan untuk kelengkapan pembahasan dan media pembelajaran akan selalu dinanti dari para stakeholders. Semoga modul ini bermanfaat dan memberi khasanah baru bagi perkembangan pengetahuan dan keterampilan pemelajar bahasa Inggris khususnya dalam bidang perkantoran dan dunia bisnis/kerja.

Yogyakarta, 5 April 2024

Dr. Sayit Abdul Karim, S.Pd., M.Pd.

Annisa Nur Istiqomah

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# UNIT



# JOBS

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

- |  |
|--|
| 1. Memahami berbagai jenis pekerjaan   |
| 2. Mengetahui dan menyebutkan macam-macam kosa kata terkait jobs   |
| 3. Mengetahui dan memahami tugas masing-masing bidang pekerjaan, dan penjelasan tentang macam-macam Jobs   |
| 4. Menguasai Skill yang dijabarkan; meningkatkan skil-nya seperti <i>reading</i> (membaca) sebuah kata atau kalimat dengan benar, <i>listening</i> (mendengar) guru dengan baik, serta <i>writing</i> (menulis) sebuah kata atau kalimat sesuai konteks bahasan. |





# UNIT 1

## JOBS

### A. DEFINITION

Jobs, in general, are the primary activity carried out by humans. In a restricted meaning, "work" refers to human labor performed ethically and properly for a certain goal. The interaction that exists between an organization and its workers or employees is known as workplace relations.

### B. VOCABULARY

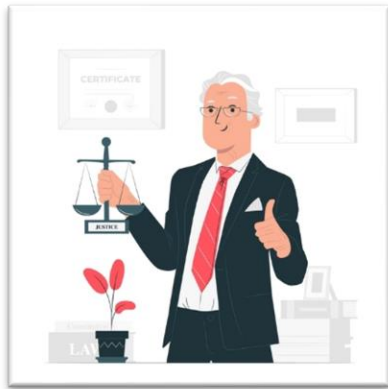
Waiter	Waitress	Chef	Butcher	Farmer
Scientist	Hairdresser	Gardener	Cleaner	Train driver
Taxi driver	Teacher	Judge	Police officer	Firefighter
Librarian	Security guard	Driver	Electrician	Construction worker
Lawyer	Plumber	Engineer	Architect	Mechanic
Businessman	Businesswoman	Sales assistant	Receptionist	Personal assistant
Surgeon	Doctor	Nurse	Dentist	Paramedic
Psychologist	Child-care provider	Vet	Pilot	Flight attendant
Travel agent	Tour guide	Journalist	Writer	Designer
Photographer	Actor	Artist	Musician	Fashion designer

## C. EXPLANATION

- Librarian** : Works at a library to provide patrons access to information and occasionally other services or programs is known as a librarian.
- Lawyer** : A person who practices law is called a lawyer. There are significant differences in the roles that lawyers play in various legal systems.
- Businessman:** A guy who works in business, particularly as an executive or owner, is referred to as a businessman. Typically, he engages in business or industrial pursuits like purchasing, vending, manufacturing, or overseeing products or services.
- Doctor** : A doctor is a medical practitioner who has fulfilled the requirements for education and training in order to identify, manage, and avoid diseases and injuries in people.
- Actor** : A person who performs as a character is called an actor. Performers have access to a wide range of media, including radio, television, theater, and film.
- Police officers:** Take an oath to defend and serve the people they represent while working for law enforcement organizations in their nation, state, or locality.
- Writer** : Books, essays, screenplays, poetry, and other written works of any kind are produced by writers. Writing is a means of expression that enables people to convey their feelings, ideas, and thoughts to a reader via written words.
- Teacher** : A teacher is an individual who facilitates learning. A teacher's workspace is typically a classroom.
- Designer** : Before something is produced, a designer drafts a detailed blueprint for how it should seem and function.
- Receptionist** : An employee working in an administrative or office support role is known as a receptionist. Typically, the work is done in a waiting room of a company or institution, like a lobby or front desk.

## D. ROLE

### 1. Lawyer



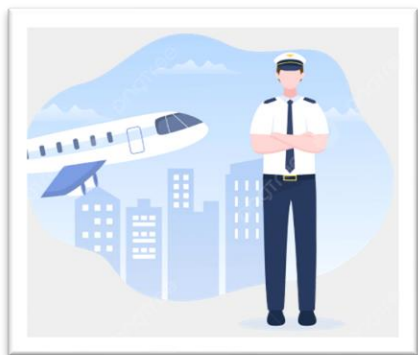
A lawyer's role includes a wide range of duties, such as formulating and interpreting laws and regulations in addition to representing clients in court and providing legal advice. To make the best conclusions, attorneys need to be able to think critically and evaluate all of the facts at their disposal. Those who are professionally qualified to defend defendants in court are known as lawyers. Attorneys are responsible for listening to their clients' issues, offering legal counsel, going over choices with them, and accepting their orders. Because they are skilled and knowledgeable in interpreting and applying the law, lawyers are valuable members of society. Lawyers must be proficient communicators both in paper and in person because they must elucidate difficult legal topics to non-legal.

### 2. Nurse



Someone who has been trained to care for the ill and injured is called a nurse. Nurses collaborate with other medical professionals to maintain patients' health and well-being. Several locations employ nurses. In addition to working in clinics, hospitals, and the community, nurses also provide home visits to patients who are unable to leave their homes. The treatment process of a patient is held together by 21st century care. Nurses put out great effort to recognize and safeguard each patient's needs at every stage of the patient experience and anywhere care is required. One way to define nursing is as heart and mind, science and art. Fundamental regard for human dignity and a sense of what patients need are at the heart of it all.

### 3. Pilot



Those who operate airplanes are known as pilots. A pilot is in charge of maintaining aviation security and safety, and he has the power to take a number of measures to stop infractions. The pilot will operate the aircraft in accordance with the flight plan while in flight. The co-pilot will assist the pilot in their duties in the aircraft cockpit. During the flight, the co-pilot and the pilot will follow the flight paths that have been registered and

programmed with assistance from aircraft navigation systems and information provided by traffic control towers at airports and flight traffic service officers along the way. This will happen from the moment the door is closed for takeoff until the first door is opened after landing. Being a pilot means that you will often be in the air and under a lot of job pressure. As a result, maintaining physical stamina should be your first focus.

### 4. Architect



One profession that works in the service industry is architecture. More precisely, everything pertaining to building design is designed and prepared for by those in the architectural profession. An architect needs to be creative and able to blend art. Architects in this field must communicate with a variety of people. A service user is among them. Architects are accountable to their clientele. The end product is what

service users are really focused on, not just construction and building structures. Architects are automatically responsible for the surrounding area and the building's contents, if any.



## **EXERCISE**

### **A. Section 1**

1. Make a job description according to the vocabulary you have learned! Do not use vocabulary that already has an explanation.
2. Choose one job that you like, and give a reason why you like that job!

### **B. Section 2**

#### **Choose the right answer!**

1. A person who practices law is called ....
  - a. Lawyer
  - b. Driver
2. A person who plans and directs the development of buildings or other spaces is known as an ....
  - a. Doctor
  - b. Architect
3. Whether traveling alone or with a group of people, a ..... offers support, advice, and knowledge.
  - a. Vet
  - b. Tour guide
4. A person who performs as a character is called an ....
  - a. Actor
  - b. Tour Guide
5. An employee working in an administrative or office support role is known as a ....
  - a. Receptionist
  - b. Designer

### C. Section 3

Read the text below carefully then answer questions number 1 to 3, and answer the following questions:

For over a decade, Soraya, a gifted lawyer with an exceptional reputation, has been scouring the legal hallways. He has been a devoted and incisive defender of justice for a long time. Soraya is enthusiastic about the law and fiercely defends her clients' rights every day. His exceptional empathy at the negotiation table is just as important to his success as his legal knowledge. In addition to being an attorney, Soraya is a justice dispensed practitioner dedicated to defending personal liberties and rights.

Soraya keeps demonstrating that honesty and integrity are the cornerstones of the legal profession, even in the face of challenging cases and unrelenting pressure. Behind the lawyer's desk, he fills in legal gaps like a superhero without a costume, making sure that everyone has equal access to justice. Using a law book as her weapon, Soraya demonstrates that attorneys are not just skilled in the courts but also devoted defenders of morality.

1. What is Soraya's profession?
2. What tasks does Soraya have as part of her job? Explain!
3. Do you believe that Soraya's work will be interesting in the future? Explain the reason!
4. How much do you know about working as a receptionist? Describe the workplace, the responsibilities, and the challenges they face!

### D. Section 4

guests	travel
storytelling	experience
tour guide	trip
journey	passengers
cultural	knowledgeable



Anwar, a competent \_\_\_\_\_, guides visitors through the old city's maze-like network of historic cobblestone streets under the warm morning light. Anwar guides \_\_\_\_\_ through historical events that have been forgotten and the tales that lurk around every corner with vivid and intricate \_\_\_\_\_. Anwar brings the city to life with his skill at narrating its history and artistic heritage, and his enthusiastic and \_\_\_\_\_ responses to every inquiries make for a truly remarkable \_\_\_\_\_ experience. Anwar's role as a tour guide entails more than just introducing visitors to the physical \_\_\_\_\_; it also allows them to enter an inaccessible \_\_\_\_\_ realm. He is able to establish an emotional connection with his visitors with his welcoming grin, making each journey seem like an \_\_\_\_\_ with an old friend. Anwar is not only a typical tour guide; he is also a \_\_\_\_\_ leader who can spark curiosity and take his \_\_\_\_\_ on a journey into a brand-new, breathtaking universe with the help of his abundant vocabulary and local knowledge.

## UNIT



# WORKING CONDITION

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

1. Mengetahui definisi dan memahami apa yang dimaksud dengan working condition
2. Mengetahui dan mampu menyebut macam-macam kosakata tentang working condition, around the office, office terms, dan time in office.
3. Mengetahui penjelasan tentang macam-macam working condition, memahami dan mengetahui makna dari macam-macam kosa kata working condition, around the office, office terms, dan time in office.
4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti *reading* (membaca) sebuah kata atau kalimat dengan benar, *listening* (mendengar) guru dengan baik, serta *writing* (menulis) sebuah kata atau kalimat sesuai konteks bahasan.





## UNIT 2

# WORKING CONDITION



### A. DEFINITION

The foundation of paid employment and employment relations is the working environment. Working circumstances often include hourly pay in addition to a broad range of physical and mental responsibilities at the workplace.

### B. VOCABULARY

#### 1. Around the Office



**Company** : A company is a collection of people's legal creations intended to conduct and manage business.

**Headquarters** : The corporate headquarters or central command post of a business or organization



**Staff :** A group of people who work together to help the president or leader manage something.

**Employer :** Employers, landlords, or people who pay someone wages to work for them.

**Employee :** An employee is someone who works for someone else or for a company.

**Manager :** Responsible for organizing the work of employees, supervising employees, and requesting the procurement of necessary facilities and infrastructure or repair of existing office equipment.

*Source: Book: English For Everyone (English Vocabulary Builder) by Thomas Booth, First American Edition, 2018*

**Permanent** : Characterizes employment that is steady, long-term, and permits regular labor in suitable circumstances and in compliance with regulations.

**Temporary** : Work that has a certain time limit or is not permanent in nature.

**Co-worker** : Person you collaborate with at work, particularly if they have comparable responsibilities or jobs

**Assistant** : Person who assists a senior with a higher position. They assist with specific tasks like assembling supplies, placing phone calls, and performing any other small chore that helps the senior with their own work.

**Client** : Individual who hire a firm or company to provide professional services in order to meet a demand or find a solution.

## 2. Office terms

The phrase "office terms" refers to a variety of expressions that are frequently used in an office setting and have particular connotations pertaining to pay, benefits, or business procedures. These phrases are crucial for establishing efficient communication between team members and other departments as well as for forming the work procedures and organizational culture.

The store pays its staff an **hourly rate** of \$15.

**an hourly rate**

[an amount of money paid per hour]



**Benefits** include gym membership and health insurance.

**benefits**

[extras given to employees in addition to their usual pay]



My new job is much more interesting, but I had to take a **pay cut**.

**a pay cut**

[a reduction in pay]



Our profits are up, so your **wages** will increase by \$100 per week.

**wages**

[an amount of money paid per week or month]



My boss is really pleased with my work, so I'm hoping to get a **raise** next year.

**a raise (US) / a pay rise (UK)**

[an increase in pay]



I'm looking for a job with a **salary** of at least \$25,000.

**a salary**

[a fixed, regular payment, often expressed as an annual sum]



My **bonus** this year was \$1,000, so I'm going to go on vacation.

**a bonus**

[money added to a person's salary as a reward for good performance]



I got a **promotion** after working for the company for only six months.

**a promotion**

[a new job at the same company that is more senior or better paid]



We will pay **overtime** to all staff who are willing to work weekends.

**overtime**

[additional pay for extra hours worked]



I had to find a new job last year because I **was laid off**.

**to be laid off (US) / made redundant (UK)**

[to lose your job because it is no longer necessary]



### 3. Time in office

Time in Office is the total amount of time a worker spends in the office or workplace over a given period of time. This covers the time spent working, attending meetings, working together with colleagues, and completing other responsibilities associated with the job.



- a. **To work part-time:** working for a duration that is either shorter or equal to the entire working day.
- b. **To work full-time:** to put in eight hours a day, five days a week, during regular business hours.
- c. **To work from home:** utilizing a computer or other remote technologies, one can complete work or tasks from home without having to leave the house.
- d. **To work shifts:** to put in specific hours of work within a predetermined window of time, which frequently includes days, nights, and even holidays.
- e. **To take a day off:** being able to take a day off from work to relax or engage in other activities.
- f. **To retire:** to choose to give up employment permanently upon attaining a specific age or being qualified for retirement, usually with the intention of enjoying retirement.
- g. **To be fired:** An employee is let go from their position by their company, usually for noncompliance with policies, poor performance, or other reasons.

- h. **To earn:** to be compensated for their labor by receiving money. This cover pay, salary, and income from other sources.

**The following is an example of the application of the use of vocabulary**

**“Today Alia has a night shift at her job,  
so she'll be home very late at night”**

To work shifts

**“Dono was caught stealing company  
assets so he was fired by the company  
where he worked”**

To be fired

**“Today Alia has a night shift at her job,  
so she'll be home very late at night”**

To work shifts

**“Rita is not working in the office,  
because the coronavirus is rife, so her  
company has decided for all employees  
to work from home”**





## EXERCISE

### A. Section 1

1. Make a dialog with your friend which includes some vocabulary about office terms!
2. Give explanations about the client and assistant!
3. Create a sentence related to time in the office (pay cut and employee)!

### B. Section 2

#### Choose the right answer!

1. “A fixed, regular payment, often expressed as an annual sum” is.....
  - a. Salary
  - b. Raise
  - c. Bonus
2. An ..... is a position responsible for assisting others in carrying out their professional duties, such as in jobs, positions, and official duties.
  - a. Manager
  - b. Temporary
  - c. Assistant
3. Many employees feel worried about the possibility of job cuts and being ...
  - a. Promotion
  - b. Laid off
  - c. Bonus
4. Lily has a new job. but this job is using less than normal working hours. Lily's job is ....
  - a. Full-time job
  - b. Part-time job



- c. Long time job
5. What does the term "Headquarters" refer to in a business context?
    - a. A local branch of a company
    - b. Central command post or corporate headquarters
    - c. Temporary office space
    - d. Employee break area
  6. What characterizes "working full-time"?
    - a. Putting in specific hours
    - b. Working during irregular hours
    - c. Putting in eight hours a day, five days a week
    - d. Working exclusively at night
  7. What characterizes "working full-time"?
    - a. Putting in specific hours
    - b. Working during irregular hours
    - c. Putting in eight hours a day, five days a week
    - d. Working exclusively at night
  8. What characterizes "working full-time"?
    - a. Putting in specific hours
    - b. Working during irregular hours
    - c. Putting in eight hours a day, five days a week
    - d. Working exclusively at night
  9. What characterizes "working full-time"?
    - a. Putting in specific hours
    - b. Working during irregular hours
    - c. Putting in eight hours a day, five days a week
    - d. Working exclusively at night

10. What characterizes "working full-time"?
- Putting in specific hours
  - Working during irregular hours
  - Putting in eight hours a day, five days a week
  - Working exclusively at night

**C. Section 3**

Read the text below!

- Create both short- and long-term operational strategies to meet business objectives. This include establishing objectives, assigning funds, and setting up the structure of the company.
- Under his or her direction, oversee and manage team operations. This include giving instructions, keeping an eye on output, giving constructive criticism, and encouraging team members.
- Make strategic choices about the way the business is run, such as those pertaining to finance, HR, production, marketing, and other areas.

**Answer the following questions:**

1. Which position fits the tasks listed in the text?
2. How are these tasks implemented in the company?
3. In your opinion, do you find the position interesting or good enough? Elucidate the reason!

## UNIT



# OFFICE EQUIPMENT

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

- |  |
|--|
| 1. Mengetahui definisi dan memahami apa yang dimaksud dengan office equipment  |
| 2. Mengetahui dan mampu menyebutkan kosakata tentang office equipment dan macam-macam kosakata baru terkait dengan office equipment  |
| 3. Mengetahui penjelasan kosakata tentang office equipment; memahami cara penggunaan dari macam-macam kosakata tentang office equipment (Furniture dan Equipment)  |
| 4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti <i>reading</i> (membaca) sebuah kata atau kalimat dengan benar, <i>listening</i> (mendengar) guru dengan baik, serta <i>writing</i> (menulis) sebuah kata atau kalimat sesuai konteks bahasan. |





## UNIT 3

# OFFICE EQUIPMENT

### A. DEFINITION

Office Equipment are tools and equipment used in the office to create favorable conditions for the company to carry out its administrative activities. Office equipment has a function to facilitate and speed up the work of employees in the office.

### B. VOCABULARY

The following are the vocabularies about Office Equipment.

#### 1. Furniture

Office Furniture refers to a variety of furnishings or equipment used for convenience, storage, and aesthetic purposes in an office environment.

<b>Bulletin board</b>	A board is used to advertise goods to be bought or sold, announce events, store, or provide information.
<b>Trays</b>	Trays are often used to store documents or paperwork. It helps keep documents clean and organized.
<b>Drawer</b>	A storage area commonly used to store various office items and documents.
<b>Desk</b>	A piece of furniture that is used as a place of work, storage, and various work-related activities.
<b>Water cooler</b>	A device that is often placed in offices or workplaces for easy access to drinking water.
<b>Filing cabinet</b>	Is a storage area used to store files, documents, and other office equipment.
<b>Lamp</b>	Used to light up the office space.
<b>Chair</b>	Used by employees to sit while working.
<b>Trash can/bin</b>	Used to dispose of garbage and used items that are no longer used.

## 2. Equipment

Equipment refers to the various technical equipment or machinery used for operational or production purposes in an office environment.

<b>Photocopier</b>	For photocopying documents, pictures, or other types of documents.
<b>Scanner</b>	Used to digitally transform paper documents, photos, or photographs so they can be shared, modified, or stored.
<b>Telephone/phone</b>	Used for voice conversations with external parties or between office personnel.
<b>Computer</b>	Used for managing data, word processing, spreadsheet computations, and other duties as well as for accessing the Internet and running software applications.
<b>Printer</b>	Used to print files or pictures in hard copy format from PCs or other devices.
<b>Laptop</b>	A laptop that enables workers to work while on the go or in different places.
<b>Projector</b>	For meetings, presentations, or training, this is used to display graphics, text, or presentations on a big screen.
<b>Cell phone / mobile phone</b>	Enables employees to stay connected by providing mobile communication outside of the office
<b>Shredder</b>	Used to destroy sensitive or significant documents that are no longer needed to prevent unwanted parties from accessing them.

**The following is an example of the application of the use of vocabulary**

**“Billy assisted Ratna in creating their company's filing and document management using computers”**





## EXERCISE

### A. Section 1

1.



2. What are the differences between a Drawer and a Falling Cabinet?
3. Create a story about an employee at work, which involves the use of stationary vocabulary!

### B. Section 2

1. "It can be used to write down tasks, messages, or other important information in the office. Can be pasted in various places"
  - a. Pen
  - b. Letter
  - c. Projector
  - d. Sticky Notes
2. What are the uses of Desks?
  - a. Used for voice conversations with external parties or between office personnel.
  - b. To erase the wrong sentence or word in the notes.
  - c. Is used as a place of work, storage, and various work-related activities.
  - d. To highlight the important sentence in the book office.
3. "is used to bind or connect several sheets or documents at once" that is the use of ....
  - a. Binder clips
  - b. Hole punch

- c. Laptop
  - d. Trays
4. Which of the following is NOT considered office furniture?
- a. Desk
  - b. Telephone
  - c. Chair
  - d. Filing cabinet
5. What is the function of a shredder in an office environment?
- a. To print files in hard copy format
  - b. To destroy sensitive documents
  - c. To digitally transform paper documents
  - d. To store various office items
6. Which office equipment is used for voice conversations with external parties or between office personnel?
- a. Laptop
  - b. Projector
  - c. Scanner
  - d. Telephone/phone
7. Which stationery item is commonly used to attach papers together temporarily?
- a. Notepad
  - b. Paper
  - c. Stapler
  - d. Sticky notes
8. Which office equipment is specifically used for displaying visual presentations during meetings or training sessions?
- a. Water cooler
  - b. Projector



- c. Telephone/phone
  - d. Photocopier
9. Which office furniture item is specifically used to dispose of garbage and used items that are no longer needed?
- a. Trash can/bin
  - b. Bulletin board
  - c. Drawer
  - d. Chair
10. Which stationery item is commonly used for fastening papers together temporarily without the need for staples or clips?
- a. Binder clip
  - b. Thumbtack / drawing pin
  - c. Hole punch
  - d. Ruler

### C. Section 3

#### Words Search!

Sryat	=	Trays	Hcari	=
Sekd	=		Tllbiune dbaro	=
Fillnga bcnaite	=		Nncser	=
Trnpire	=		Reulr	=
PmCuoret	=		Eprap lpsic	=
Pltoep	=		Adopnet	=
Sherdrde	=		Olhe cpuhn	=
Nrbied pcil	=		Rspatle	=

## UNIT



# MAKING ARRANGEMENTS

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

1. Mengetahui dan memahami apa yang dimaksud dengan making arrangements terkait dengan perkantoran
2. Mengetahui percakapan tentang making arrangements, memahami dan menerapkan macam-macam ungkapan baru tentang making arrangements dalam sebuah percakapan
3. Mengetahui materi *listening* tentang making arrangements; meningkatkan kemampuan *listening* yaitu ungkapan – ungkapan tentang making arrangements dalam sebuah percakapan
4. Menguasai Skill yang dijabarkan: meningkatkan skill-nya seperti *reading* (membaca) ungkapan tentang making arrangements dalam sebuah percakapan, *listening* (mendengar) audio video percakapan, serta *writing* (menulis) sebuah percakapan yang berisi ungkapan Making Arrangement





## UNIT 4

# MAKING ARRANGEMENT

### A. DEFINITION

In an office setting, "making arrangements" refers to the process of setting up or scheduling the several components and elements required to plan an activity, meeting, outing, or event. This arrangement procedure could involve, for instance, setting up an office event, reserving a conference room, scheduling a meeting, or organizing a work vacation.

### B. CONVERSATION

#### *Conversation 1 (Making Arrangement to Schedule a Meeting)*

**Read this conversation with your partner in front of the class!**



Nisa : Hi Garry it looks like we have a meeting to discuss our company's next project.

Garry : Sure Nisa, that's a great idea.

Nisa : But, what would be a good time for that meeting?

Garry : I think Thursday, December 17, 2023 tomorrow is a perfect day because it's a short working day. What do you think?

Nisa : That's right. I agree with that day. Then maybe we'll use Meeting Room A on the 5th floor?

Garry : Yes, that's a comfortable place. How about the time?

Nisa : 3pm after we finish work for the day. What do you think?

Garry : Yeah, that's a good idea, I'll make an announcement to all employees through our company's social media group, see you on Thursday then.

Nisa : Alright, see you then!

In this dialog conversation, it can be seen that making arrangements in the office world must have specific time elements, such as setting the day, setting the place and setting the time.

### ***Conversation 2 (Making Arrangements to Scheduling an Appointment)***

Mr. Frank : hello good morning,

Receptionist : Good morning, welcome to Linkern Company. May I help you sir?

Mr. Frank : Yes, I would like to make an appointment with the director, Mr. Flip.

Receptionist : Oh sure, sorry in advance, may I know your name and what is the purpose of this appointment?

Mr. Frank : I'm David Frank from Portyu Company. The appointment I requested with Mr. Flip will discuss the continuity of cooperation between Portyu Company and Linkern Company.

Receptionist : Well, when do you want this appointment?

Mr. Frank : As soon as Mr. Flip can.

Receptionist : Well, I'll take a look at Mr. Flip's schedule for this week.

Mr. Frank : Okay.

Receptionist : Mr. Flip is free on Wednesdays and Fridays at 8 a.m. What days are convenient for you?



Mr. Frank : Wednesday, I have another appointment, so how about Friday at my company?

Receptionist : Okay, I'll inform the director.

Mr. Frank : Okay, thank you for your help.

Receptionist : Of a certainty, sir.

## C. LISTENING

### *Schedule a Meeting*

In this listening section, use the following links to learn how to listen. Listen to the conversation in the audio-video before looking at the dialog that has been provided below. Give a brief oral explanation in front of your teacher.

Scan the barcode:



Lina : Dan, we're excited to start working with you.

Dan : should we set up a meeting to discuss the details of the work?

Lina : Yes. That's a good idea.

Dan : When are you free?

Lina : How about next Tuesday?

Dan : I have an all-day meeting on Tuesday. What about Wednesday?

Lina : I'm on a business trip on Wednesday. I will be back Friday morning.

Dan : Friday works for me. Should we do a lunch meeting?

Lina : Sure. I'll put in my calendar.

Dan : Have a good business trip and I'll see you next Friday.

## *Scheduling an Appointment*

In this listening section, use the following links to learn how to listen. Listen to the conversation in the audio-video before looking at the dialog that has been provided below. Give a brief oral explanation in front of your teacher.

Scan the barcode:



Miss Maria : International fashion supplies sales department., Maria Ramirez speaking. How may I help you?

Mr. Morgan : Hello, this is Bob Morgan purchasing manager with chic boutique. I'm going to be in New York next week and I'd like to arrange an appointment with your sales director, to discuss potential new orders.

Miss Maria : I'm afraid Mr. Carey will be away on a business trip all of next week. But I'm sure his assistant Miss Paige would be delighted to meet with you, which day would suit you best?

Mr. Morgan : Well I'm arriving on Monday afternoon and leaving Thursday morning, so anytime on Tuesday or Wednesday would be okay.

Miss Maria : Let me just check Miss Pages' schedule.

\* Miss Maria checks the Miss Pages schedule\*

Miss Maria : She's free all Tuesday afternoon, would that be convenient

Mr. Morgan : That would be fine.

Miss Maria : Shall we say two o'clock?

Mr. Morgan : Could you make it a bit later?

I may have a lunch meeting on that day.

Miss Maria : Three then?

Mr. Morgan : Yes, that would be preferable.



Miss Maria : So 3 a.m. on Tuesday June 24th, can you give me a phone number, where she could contact you if I need be?

Mr. Morgan : Yes, my mobile number is o (ou) seven nine, four double five, six seven three, four five.

Miss Maria : o seven nine, four double five, six seven three, four five.



## EXERCISE

### A. Section 1

1. Make a conversation dialog about **Making Arrangements to Schedule a Meeting** with your friends, one group consists of 2 people. Then deliver it in front of the class without reading the conversation that has been made!
2. Listen and summarize the conversations of your friends who have performed in front of the class!

### B. Section 2

Complete the conversation below!

Scan the barcode:



**Jack** : Kare Bears. How may I help you today?

**Mindy** : \_\_\_\_\_ with Jack Aranda please?

**Jack** : This is Jack. May I ask who is calling?

**Mindy** : Hi Jack, this is Mindy from Global Exports.

**Jack** : Hello Mindy. It's great to hear from you.

**Mindy** : Jack, I'm calling because \_\_\_\_\_.

**Jack** : That's great news. What day is good for you?

**Mindy** : How about next Tuesday the 12<sup>th</sup>?

**Jack** : \_\_\_\_\_?

**Mindy** : Is two o'clock okay?

**Jack** : Oh, I'm sorry I \_\_\_\_\_ at that time.

**Mindy** : I see. \_\_\_\_\_ next Tuesday?



**Jack** : Do you have time in the morning?

**Mindy** : No, I'm afraid Tony has appointments all morning.

**Jack** : Is he \_\_\_\_\_ four o'clock?

**Mindy** : Let me see... Four o'clock your time would be one o'clock our time.  
Yes, he's available then.

**Jack** : Perfect! I'm looking forward to talking with you both on Tuesday.

### C. Section 3

1. Take a look at the example of creating an email to make meeting arrangements below and then look at the task!

\*Example\*

Subject: Marketing Meeting Arrangement

Hi Team,

I'd like to schedule a meeting to discuss our marketing strategy for the next quarter. Can we all gather on Thursday, March 5th, at 10 a.m.? If there's a better time, please let me know.

Thank you,

Crane Pixie

**You are an executive assistant at XYZ company. Your boss wants you to schedule a meeting for the project team next week. Here is the information you need to consider:**

- Project Team Name: New Product Development
- Participants: 8 people (including the project manager)
- Project Manager's Preferences: Monday or Wednesday, 10 am - 12 pm
- Meeting Duration: 1.5 hours
- Available Rooms: Conference Room A or Conference Room B
- Snacks: Yes, to be provided

Write an email to the project team members to schedule the meeting time and location.

2. Summarize how and what to consider when making arrangements in an office environment!

## UNIT



# MAKING REQUEST

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

1. Mengetahui dan memahami definisi making requests, dan apa yang dimaksud dengan making requests dalam perkantoran
2. Mengetahui percakapan tentang making requests; memahami dan menerapkan macam-macam ungkapan baru tentang making requests dalam sebuah percakapan
3. Mengetahui materi *listening* tentang making requests: meningkatkan kemampuan *listening* yaitu ungkapan – ungkapan tentang making requests dalam sebuah percakapan
4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti *reading* (membaca) ungkapan tentang making requests dalam sebuah percakapan, *listening* (mendengar) audio video percakapan, serta *writing* (menulis) sebuah percakapan yang berisi ungkapan making requests





## UNIT 5

# MAKING REQUEST

### A. DEFINITION

Formally or informally asking for something in a professional or business environment-such as information, help, resources, or permission is known as making a request at the office. It entails a management, stakeholder, or coworker stating the need or desire to accomplish a particular task or result. In the workplace, requests can be made verbally and in writing, via phone calls and in-person meetings as well as formal correspondence like emails and memos.



To ask people politely for help use the words *would* and *could*. You can also use the word *please*, but don't make the mistake of thinking that's enough to make what you say polite.

#### Here are some expressions to make a request:

- Could you, please + verb .....
- Can you + verb.....?
- Will you + verb .....
- Is there any chance you could + verb .....

- Could you possibly + verb .....?
- I wonder if you could possibly + verb .....?
- Do you mind (verb + ing) .....? (it's like saying: is there a problem if.....?)
- Would you mind (verb + ing) .....? (it is like saying: is there a problem if .....?)

**Here are some expressions to respond to a request:**

**Accepting a request:**

- Yes, sure.
- Sure.
- Yes, of course.
- Certainly yes.
- With pleasure.
- Sure, don't worry.
- Sure, no problem.

**Refusing a request:**

- Oh sorry, I can't.
- I just can't, I am sorry.
- I am afraid, but I can't.
- Certainly not.

**B. CONVERSATION**

*Conversation 1*

Lala : **Excuse me Nita, would you mind** sharing the meeting announcement for the upcoming meeting?

Nita : Of course. I'll send it on group chat.

Lala : Alright, thank you.

## *Conversation 2*

- Livy : Do you mind if I hand in the essay on Monday?  
Nina : Well, I'll need it in the morning. Is that possible?  
Livy : Yes, I can give it to you before 10 a.m.  
Nina : That's fine, then. Thank you for letting me know.

## **C. LISTENING**

### *Section 1*



In this listening section, use the following links to learn how to listen. Listen to the conversation in the audio-video before looking at the dialog that has been provided below. Give a brief oral explanation in front of your teacher.

**Scan the barcode:**



**Minutes: 0:40**

- Paul : Hello Anna!  
Anna : Oh, hi Paul!  
Paul : I was wondering if you could do something for me?  
Anna : Yes, of course.  
Paul : Would you be able to print out a file for me? It's document on BCL – Convincing Bananas Limited – they are one of our

suppliers. The file should be on the system and could I have it in the next ten minutes please, as they are on their way here for a meeting?

Anna : Yes

**Minutes: 1:27**

This dialog below is an example of an impolite making request

Anna : Danise!

Danise : Anna?

Anna : Please email me the background file of CBL.

Danise : err...

Anna : Thank you. Oh and Danise, please send it to me within five minutes, Paul needs it soon. Thank you.

**Minutes: 2:40**

Anna : Tom!

Tom : Yeah?

Anna : Please help me with .... I mean, could you possibly help me with the printer?

Tom : .... I really need to finish this email. It's to a really important new client.

Anna : But it's really urgent. Would you mind writing your email later?

Tom : Okay, since you asked so nicely, Let's have a look ...

**Section 2**



In this listening section, use the following links to learn how to listen. Listen to the conversation in the audio video before looking at the dialog that has been provided below. Give a brief oral explanation in front of your teacher.

Scan the barcode:



Minutes: **0:22**

Son : Dad, I need some money.

Father : How much do you need some money?

Son : Dad, could you give me 60 dollars. I want to buy Bob a gift on his birthday.

Father : Yes, with a great pleasure!

Son : Thanks dad!

Minutes: **0:41**

A : Hi Jack. Do you mind lending me your pink shirt? I need it for Bob's birthday party.

Jack : Of course, no, you can have it.

A : Great! Thanks brother!

Minutes: **0:56**

A : Hi Jamal. I wonder if you could lend me your scooter. You know my motorbike broke down. So I need your scooter to go to Bob's party

Jamal : No way, sorry I can't lend it to you today.

A : It's a pity. Thanks anyway.

 **EXERCISE**

**A. Section 1**

Create a dialog based on the sentences provided below!

1. Could you ...
2. Is it OK if ....
3. Sorry, could you ....
4. Excuse me, is it OK if I ....

**B. Section 2**

Complete the following sentence by listening to the audio in the link provided below! (scan the barcode below)

Scan the barcode:



1. Excuse me, could you tell me .....
2. Absolutely, .....
3. So Davis, I'd like to know .....
4. It's ..... And 200 meters in height.
5. Hmm..could we .....
6. Yes, sure! The 15th is fine.
7. Hallo Amber, would you tell me if .....
8. Certainly, I'll just check .....
9. Everyone, I have an urgent request. Could you .....
10. Oh! Yes, ....., but we have so much work!
11. Angelo, we have a presentation ..... can you .....



12. That sounds great. Don't worry .....
13. Oh dear Sara, I'd like to know why .....
14. I'm really sorry. I was in a hurry. And I guess .....
15. Wow Brian! We don't have much money left. Can you give me some ideas, about .....
16. Well, I think we can .....and we can cut the research budget.

### C. Section 3

**Fill in each blank with the appropriate preposition (in, on, at).**

1. The meeting is at the conference room in the office building on Monday at nine o'clock in the morning.
2. The training session is at the training facility on Tuesday at two o'clock in the afternoon.
3. The product launch is at the convention center on Thursday at seven o'clock in the evening.
4. The team-building activity is at the outdoor recreational area on Friday at ten o'clock in the morning.

**Express the following using their alternatives**

1. (You are a manager) Ask your team member if they can finish the project by the deadline.  
\_\_\_\_\_
2. (You are a salesperson) Tell your customer that the product is currently out of stock.  
\_\_\_\_\_
3. (You are a project manager) Ask your team members if they have any concerns about the project timeline.  
\_\_\_\_\_
4. (You are a human resource manager) Tell your employee that they are eligible for a raise.  
\_\_\_\_\_

## UNIT



# SPEAKING ON THE PHONE

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

1. Mengetahui dan memahami definisi dan apa yang dimaksud dengan speaking on the phone dalam perkantoran
2. Mengetahui percakapan tentang making requests dan menerapkan macam-macam ungkapan baru tentang speaking on the phone dalam sebuah percakapan
3. Mengetahui materi listening tentang speaking on the phone; meningkatkan kemampuan *listening* yaitu ungkapan – ungkapan tentang speaking on the phone dalam sebuah percakapan
4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti *reading* (membaca) ungkapan tentang speaking on the phone dalam sebuah percakapan, *listening* (mendengar) audio video percakapan, serta *writing* (menulis) sebuah percakapan yang berisi ungkapan speaking on the phone





## UNIT 6

# SPEAKING ON THE PHONE

### A. DEFINITION

Speaking on the phone in the office is the act of vocal communication over the phone in a professional work environment. This kind of communication uses the phone as the main medium for information sharing, problem-solving, task coordination, and message delivery between individuals or departments. It is a popular and crucial method of communication in the business world since it enables brief and direct exchanges with clients, partners, and other stakeholders both internally and internationally. To transmit information accurately and effectively over the phone in the workplace, one needs to be professional, listen intently, and pronounce words clearly.

#### 1. Outgoing Calls

A phone call made by your business to a current or future client is known as an outgoing call. You are the caller in this situation, and the person you are phoning is the receiver. In the office world, outgoing calls are generally always used by companies as a means of communication both inside and outside the office environment. employees, especially secretaries, must know about how to call or know the language of outgoing calls.



Businesses need to use outgoing calling since it gives them the opportunity to connect with potential clients.

- a. Businesses can sell products, offer services, carry out market research, and address customer concerns by using outgoing calling.

- b. A lot of businesses have outgoing calling-only divisions, including sales teams or telemarketing departments.
- c. In order to guarantee that outgoing calls are monitored and recorded for examination, businesses frequently employ caller identification technology.

## 2. Incoming Calls

Any call that a phone receiver receives is considered an incoming call. A person's phone will ring or vibrate when they get an incoming call to alert them that someone is trying to reach them. This call can be answered by the person receiving it by accepting or rejecting it.



How to conduct a professional phone answer.

- a. Respond after the third ring

Try picking up the phone on the third ring, or if you are away, send it to voicemail instead of leaving it ringing, to show your respect for the caller's time.

- b. Say hello

For instance, you may inquire how you may assist the caller over the phone, give the name of your company, and identify yourself by name. For instance: "Good morning! This is Dr. Johnson's office. Miranda is speaking at this time. How may I assist you right now?"

- c. Speak cheerfully

This tip will assist you in keeping your phone answering demeanor cordial, professional, and upbeat.

- d. Be precise

You may help callers more effectively and professionally by speaking clearly.

- e. Steer clear of slang

Steer clear of terminology and jargon unique to your sector so that callers can comprehend you. Use of more formal language, including "very good" and "you're welcome".

- f. Before placing someone on hold, ask them

Before hanging up, question the caller. When they comply, praise them and explain why you have to.

## B. CONVERSATION

Some sentences are italicized and some are bolded in each dialogue. Italicized sentences indicate that the sentence is an example of an outgoing calls sentence, whereas bolded sentences provide an example of an incoming calls sentence.

### 1. *Conversation 1*

Fara : **Hello, with Fara here.**

Diana : Hello Fara, I'm Diana from the JPT course company.

Fara : **Oh, hi Diana, it's good to hear from you again, what's up?**

Diana : Yes, I'm calling to ask about the proposal we sent to your company. Has it been accepted by your director?

Fara : **Yes, the letter has been received and the director has checked the proposal. It was done 3 days ago.**

Diana : Oh really, sorry but we haven't gotten any message or email about the receipt of the proposal, so I'm calling to ask and confirm.

Fara : **Oh my god, I thought the confirmation email had already been sent. I guess there was some miscommunication in my company. We really apologize to your company. I will convey this issue to all employees.**

Diana : That's fine, thank you then.

Fara : **My please sure.**

### 2. *Conversation 2*

Juliet : Hello, this is Juliet from the marketing department,

Daniel : **Hello Juliet, with Daniel here, how can I help you?**

Juliet : yes, can I speak to Lauren? I would like to request the administrative data of goods expenditure for the month of September.

Daniel : **Oh, Miss Lauren is in a meeting with the production department at the moment.**



Juliet : Then when do you expect Lauren to finish her meeting?

Daniel : **Probably around 4 pm.**

Juliet : Alright then I'll call you back at 4.

Daniel : **Oh, how about I call you after Miss Lauren finishes her meeting?**

Juliet : That's a good idea. Thank you, Daniel.

Daniel : **You're welcome.**

## C. LISTENING

### Section 1

In this listening section, use the following links to learn how to listen. Listen to the conversation in the audio video before looking at the dialog that has been provided below. Give a brief oral explanation in front of your teacher.

Scan the barcode:



\*Sara's calling

Tony : **Hello, this is Tony speaking.**

Sara : Hi, Tony. This is Sarah from Zenith Corporation.

Tony : **Oh, hi, Sarah.**

Sara : I was wondering if you received our proposal for the job.

Tony : **Yes, we did. Thanks for following up. We like most of the conditions of your proposal, but we still need to come to terms on the price.**

Sara : We've already given you our rock-bottom price. We are doing the best we can. I think we are being extremely flexible. What are you thinking?

Tony : **Can you do better on what you have quoted us for labor? The price seems a little high. We don't think it requires as many hours as you are quoting.**

Sara : We might be able to trim a little bit off of what we quoted. How about an additional 3% discount?

Tony : **Thanks for being flexible, but we are hoping for something closer to 12%.**

Sara : 12%? That's pretty steep. There are too many fixed costs that are out of our control.

Tony : **Well, can you meet me halfway at 6%?**

Sara : I think that might be doable. If that's the only stumbling block, I can't make any promises, but I will definitely go to bat for you.

Tony : **That's all I can ask.**

Sara : Perfect. I hope to have more good news for you in a couple of days. Give me some time to talk things over with upper management. I'll be in touch soon.

## Section 2

Scan the barcode:



Mr. Johnson : Hi, this is Johnson calling from Dimension Data.

Receptionist : **Good morning sir! Kearney company. Bloom speaking. How may I help you?**

Mr. Johnson : I would like to speak to Alex- IT Executive, please.

Receptionist : **Sure, let me check on that.** (waiting)

Receptionist : **Mr. Johnson, I'm sorry. Mr. Alex is not available at the moment. He will be back in fifteen minutes. Would you like to leave a message for Mr. Alex?**

Mr. Johnson : No, I'll try again later. Thank you so much.

**Minutes 1:32**

Mr. Alex : **Morning Mr. Johnson. My secretary just told me that you called me a moment ago. What's wrong?**

Mr. Johnson : Hi Alex, I just want to notice you a couple of information about the proposal.

Mr. Alex : Yes, so what?

Mr Johnson : According to what we said, today I'm about to head down to upgrade your company's digital infrastructure and network security.

Mr. Alex : **Yes, that's correct. Today at 10 am.**

Mr. Johnson : We just have designed the most innovative equipment to improve more network security than ever.

Mr. Alex : These are better than the equipment I ordered? .....





## EXERCISE

### Answer the following questions correctly!

1. What is the outgoing call?
2. What is the function of outgoing call?
3. Write down what kind of language in outgoing calls? (give 5 example)
4. Use the telephone conversation below to answer questions 4 to 6.

Miss Diana : Hello, this is Diana from the City Light company. I would like to speak with Mr. Bright regarding the ongoing contract negotiations.

Receptionist : Hello, Miss Diana. I will call him now. Please hold for a moment.

[Waiting]

Mr. Bright : Hello, this is Bright.

Diana : Good afternoon, Mr. Bright. This is Diana from City light company. We're looking at the details of the contract that we'll be finalizing soon, and I'd like to address some changes that may be required.

Mr. Bright : Ah, good afternoon Diana. Sure, I'm listening.

Diana : First of all, we would like to revisit some clauses regarding delivery deadlines. We hope to adjust them to ensure better integration in the production processes.

Mr. Bright : I understand. We will evaluate the proposal. Is there anything else we need to discuss?

Diana : Yes, we would also like to discuss the product warranty aspect. We hope to clarify the details and requirements to ensure customer satisfaction and greater transparency.

Mr. Bright : That makes sense. I will pass this suggestion to our legal team for evaluation. Are there any other changes you would like to propose?

- Diana : Lastly, we would like to discuss the payment schedule. We want to find a solution that can be convenient for both parties. Do you think there is room for further negotiation here?
- Mr. Bright : Sure, I will talk to our finance team and see if there is a possibility to adjust the payment schedule. We will let you know the outcome as soon as possible.
- Diana : Great, thank you very much. We appreciate your cooperation in ensuring this deal is beneficial to both parties. Would you like us to send you the written changes to assess?
- Mr. Bright : Yes, that would be good. Please send them by email, and we will review them carefully. Thank you for your time, [Your Name].
- Diana : Thank you as well, [Business Contact Name]. We look forward to finalizing these changes smoothly. If there are any further questions, please do not hesitate to contact me.
- Mr. Bright : I will. Good afternoon, Miss Diana.
- Diana : Good afternoon, Mr. Bright.

**Which shows the telephone language in outgoing calls? Explain why!**

5. What is the content of the phone conversation?
6. The following link is for listening skills to answer questions number 6 to 9



Give an explanation of the outgoing calls.

7. Rewrite the content of the listening conversation dialog!
8. Write the one that shows the telephone language in outgoing calls!
9. Give an explanation about the outgoing calls conversation.
10. Make a group of 2 people, then make a conversation about telephone language in outgoing calls!

*The conversation dialog below to answer questions 1-3 (Complete the dialog before answering questions 1-3!)*

Scan the barcode:



Receptionist : Good afternoon. "Oil well office".

Mr. Brown : Hello. I'm calling for Mr. Preston. Is he available?

Receptionist : How may I 1. \_\_\_\_\_?

Mr. Brown : Pardon?

Receptionist : Who can I say is calling?

Mr. Brown : My name is Harry Brown. 2. \_\_\_\_\_ Research Center.

Receptionist : 3. \_\_\_\_\_, please. It. I'll 4. \_\_\_\_\_.

Receptionist : Thank you for waiting. I'm sorry, but Lion's engaged. 5. \_\_\_\_\_ or shall I ask him to call you back in about 30 minutes? Does he have your number?

Mr. Brown : Yes, he called me yesterday. But I can give it to you 6. \_\_\_\_\_.

Receptionist : All right, go ahead, please.

Mr. Brown : My number is 534-6739

Receptionist : Okay. And 7. \_\_\_\_\_ your name?

Mr. Brown : Sure. Harry Brown. I can spell it. H-A-R-R-Y-B-R-O-W-N.

Receptionist : 8. \_\_\_\_\_, Mr. Brown. I'll ask Mr. Big to call you back as soon as possible today.

Mr. Brown : And can I leave him message? It's quite important.

Receptionist : Yes, of course.

Mr. Brown : Could you 9. \_\_\_\_\_ from Mr. Jones? He'll know what I mean.

Receptionist : Okay. Anything else?

Mr. Brown : No, that's everything. But 10. \_\_\_\_\_ he gets it as soon as possible.

Receptionist : No problem at all. I'll pass your message as soon as he's available.

Mr. Brown : Thanks a lot. Goodbye.

Receptionist : Bye.

**Answer the following questions!**

1. Complete the conversation with the missing sentences in the dialogue above! (listen to the conversation through the link provided).
2. Find a partner to read the dialog in front of your classmates!
3. What is the topic of the conversation above?

## UNIT



# BUSINESS MEETING CONVERSATION

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

- |  |
|--|
| 1. Mengetahui dan memahami apa yang dimaksud dengan business meeting conversation dalam lingkup perkantoran  |
| 2. Mengetahui dan memahami percakapan tentang business meeting conversation, dan menerapkan macam-macam ungkapan baru tentang business meeting conversation dalam sebuah percakapan  |
| 3. Mengetahui materi listening tentang business meeting conversation; meningkatkan kemampuan <i>listening</i> yaitu ungkapan – ungkapan tentang business meeting conversation dalam sebuah percakapan  |
| 4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti <i>reading</i> (membaca) ungkapan tentang business meeting <i>conversation</i> dalam sebuah percakapan, <i>listening</i> (mendengar) audio video percakapan, serta <i>writing</i> (menulis) sebuah percakapan yang berisi ungkapan business meeting conversation |





## UNIT 7

# BUSINESS MEETING

# CONVERSATION

### A. DEFINITION

A business meeting conversation is a communication exchange that takes place between stakeholders, management, and team members to discuss a particular issue or topics pertaining to the operations, strategy, or decision-making of the organization. In business meetings, discussions can include a wide range of subjects, such as submitting reports, discussing ideas, planning projects, assessing performance, and making decisions. Within an organization, business conversations facilitate communication and cooperation between many stakeholders by providing a platform for the sharing of knowledge, viewpoints, concepts, and personal experiences.



## Some Words That We Usually Hear In A Group Meeting:

No	Words	Definition	Example
1	<b>Agenda</b>	It refers to a list of things to be done.	<ul style="list-style-type: none"> <li>- Mike, what's our agenda for our meeting today?</li> <li>- We will discuss our proposal for next quarter sales goals.</li> </ul>
2	<b>Minutes</b>	It refers to detailed notes that serve as a written record of a meeting.	<ul style="list-style-type: none"> <li>- May, don't forget to write the minutes of the meeting.</li> <li>- I'm on it, Madame.</li> </ul>
3	<b>Brainstorm</b>	It is a group discussion to produce ideas or solve problems.	<ul style="list-style-type: none"> <li>- Are we going to have a brainstorm for the next campaign?</li> <li>- I think we can do it at the next meeting, since it's not that important right now.</li> </ul>
4	<b>Strategy</b>	It refers to a plan of action or policy designed to achieve a goal.	<ul style="list-style-type: none"> <li>- This strategy has its drawbacks. Do you have any other plans?</li> <li>- We do have a backup plan, but I think we can pull this off.</li> </ul>
5	<b>Collaborate</b>	It means working together to a common purpose to achieve business benefits.	<ul style="list-style-type: none"> <li>- Let the marketing and creative department collaborate in the next project.</li> <li>- I will inform them about this.</li> </ul>
6	<b>Feedback</b>	It is information about a reaction to something which is used as a basis for improvement.	<ul style="list-style-type: none"> <li>- Any feedback regarding the last commercial that we released?</li> <li>- It reached a lot of potential customers, and it got good reviews as well.</li> </ul>
7	<b>Update</b>	It refers to giving the newest information about something.	<ul style="list-style-type: none"> <li>- Are there any updates we need to discuss?</li> <li>- I think all of the issues have been already discussed.</li> </ul>
8	<b>Consensus</b>	It refers to a general agreement.	<ul style="list-style-type: none"> <li>- It's difficult to come to a consensus about this issue, so we'll get back to it next meeting.</li> <li>- I will take note of that matter.</li> </ul>
9	<b>Decision-making</b>	It is an act of making decisions, especially important ones.	<ul style="list-style-type: none"> <li>- I will let you all do the decision making about our next campaign.</li> <li>- We'll present to you our plan next meeting.</li> </ul>

## B. CONVERSATION

Read this conversation with your partner, in front of your classmates



Willy : Hello guys, so our meeting agenda today is to discuss our long-term relationship with the IJATE company. Agnes, can you explain about this agenda?

Agnes : Yes Willy, so this agenda will start in June next year, with the same rules as last year. Today we will discuss the rules agenda.

Willy : Well, I think there are some changes from last year's rules. Like the timing of orders and the amount of product expenditure. What do you think?

Sisca : Willy, I think the order time is the main thing that should be fixed again.

Willy : Well then we'll determine the order time first. Agnes don't forget to take the minutes.

Agnes : Of course, Willy.

## C. LISTENING

In this listening section, use the following links. Listen to the conversation in the audio video before looking at the dialog that has been provided below. Give a brief oral explanation in front of your teacher.

Scan the barcode:





Tony : Hello everyone! Tim and Melinda are running late. But we have a lot to get through. So we should get started. Jason, can you please take the minutes today?

Jason : Yes, of course, Tony. No problem.

Tony : Thanks. Okay, let's get the ball rolling. First on the agenda today. Carrie, can you please give us an update on the marketing strategy for our new beverage ginger cola?

Carrie : Yes, Tony. Well, we have decided to pitch the new ginger cola, as a health and energy drink.

Tony : Fantastic. I think this will be our next big hit. There is no reason that it shouldn't be a winner. It tastes great. It's healthy, and it has very low calories. It's perfect for working out. Let's make this the next Red Bull energy drink. Where are we with the advertising and promotion strategy?

Carrie : We still have a few things to work out. But we are planning to have a power hitter from the Japan baseball league as a celebrity endorsement. We still have to iron out some details. But we think he's a great fit.

Tony : Great idea. Well, let's set aside more time at the next meeting. For a more in-depth look at what you have planned. Of course, that's really important. But we have a lot to cover in today's meeting.

Carrie : Okay, Tony. I will be ready to present to everyone then.

Tony : Let's move on to the next topic. I have sent around an action list for each of you to take a look at. It includes a look at the following calls to action, that we need to address for the upcoming charity Walkathon. Let's take a few moments and go over everyone's role. This is extremely important for us. We need to give back to the community.

Carrie : I couldn't agree more. This has been at the top of all our agendas. And we have come up with some pretty innovative ideas. Let me start things off. If that's okay with everyone else.



## EXERCISE

### A. Section 1

#### Answer the questions!

1. Mike, what's our \_\_\_\_\_ for our meeting today?
  - a. Agenda.
  - b. Minutes.
  - c. Brainstorm.
2. May, don't forget to write the \_\_\_\_\_ of the meeting.
  - a. Collaborate.
  - b. Minutes.
  - c. Strategy.
3. Are we going to have a \_\_\_\_\_ for the next campaign?
  - a. Agenda.
  - b. Feedback.
  - c. Brainstorm.
4. This \_\_\_\_\_ has its straw backs. Do you have any other plans?
  - a. Strategy.
  - b. Minutes.
  - c. Decision making.
5. Let the marketing and creative department \_\_\_\_\_ on the next project.
  - a. Feedback.
  - b. Collaborate.
  - c. Brainstorm.
6. Any, \_\_\_\_\_ regarding the last commercial that we released?
  - a. Consensus.

- b. Strategy.
  - c. Feedback.
7. Are there any \_\_\_\_\_ We need to discuss?
- a. Update.
  - b. Collaborate.
  - c. Decision making.
8. It's difficult to come to a \_\_\_\_\_ about this issue, so we'll get back to it next meeting.
- a. Feedback.
  - b. Consensus.
  - c. Agenda.
9. I will let you all do the \_\_\_\_\_ about our next campaign.
- a. Minutes.
  - b. Update.
  - c. Decision making.
10. Make a conversation about meeting conversation in office! (group work 4-5 students)

## **B. Section 2**

**Underline and number the expressions in the following dialogue that:**

1. Express agreement
2. Express disagreement
3. Make suggestions
4. Interrupt
5. Deal with interruptions

Christine : I think the move is a bad idea because if sales and marketing are in a different place, .... (1)

Helene : No hang on a minute you know we're really overcrowded here and... (2)

Christine : Let me finish what I'm saying please... what I wanted to say is that it'll take longer to get, say, a particular piece of information if we're physically in different buildings and if ... (3)

Helene : I don't think so .... (4) we'll just use the phone and email more and it'll save time

Christine : Yeah, OK I guess you're right there but what about face-to-face meetings those'll just get harder and ..... (5)

Helene : Yes, but why don't we schedule them in? It'll be more time-effective than just seeing each other on an ad-hoc basis.

### **C. Section 3**

**Suggest phrases which could be used by a chairperson in the following situations in a meeting.**

1. To welcome the participants to a meeting.
2. To state the object gives of the meeting.
3. To introduce the agenda.
4. To introduce the first speaker.
5. To prevent an interruption.
6. To thank a speaker for his/her contribution.
7. To introduce another speaker.
8. To keep discussion of the relevant issues.
9. To summarize the discussion.
10. To ask if anyone has anything to add.
11. To suggest moving to the next topic on the agenda.

12. To summarize certain actions that must be done following the meeting (for example, do research, write a report, meet again, write a letter, etc.).
13. To close the meeting.

## UNIT



# PRESENT TENSE

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

1. Mengetahui dan memahami apa yang dimaksud dengan Present tense, dan penggunaan waktu terkait Present tense
2. Mengetahui dan memahami rumus atau susunan kalimat tentang Present tense, menerapkan penggunaan Present tense di dalam sebuah kalimat, serta mengetahui bentuk kata kerja yang digunakan dalam Present tense
3. Mengetahui kalimat yang menggunakan Present tense; memahami dan menggunakan Present tense dalam beberapa contoh kalimat
4. Menguasai Skill yang dijabarkan: meningkatkan skill-nya seperti *reading* (membaca) penggunaan waktu dan rumus tentang Present tense dalam sebuah kalimat, serta *writing* (menulis) beberapa kalimat yang menggunakan Present tense dengan baik dan benar sesuai dengan susunan atau rumus yang telah dipelajari





## UNIT 8

# PRESENT TENSE

### A. DEFINITION

There are two primary uses for the verb tense simple present. When something is happening right now or when it happens frequently, it is said in the simple present tense (or constantly). As such, it is occasionally referred to as the indeterminate present tense. Some individuals use a word's base form or append s or es to the end of a word to generate the simple present tense. Here are the formulas and examples of using the present tense:

## SIMPLE PRESENT TENSE

The **simple present tense** is used to describe habits, unchanging situations, general truths, and fixed arrangements.

### Forms

- +** S + V(s/es) + O.
- S + don't/doesn't + V (base form) + O.
- ?** Do/does + S + V(base form) + O ?



### Affirmative (+)

### Negative (-)

### Interrogative (?)

• I run fast.	I don't run fast.	Do I run fast?
• You run fast.	You don't run fast.	Do you run fast?
• He runs fast.	He doesn't run fast.	Does he run fast?
• She runs fast.	She doesn't run fast.	Does she run fast?
• It runs fast.	It doesn't run fast.	Does it run fast?
• They run fast.	They don't run fast.	Do they run fast?
• We run fast.	We don't run fast.	Do we run fast?

[www.eslforums.com](http://www.eslforums.com)

<b>FORMS:</b>	(+)	S + V(s/es) + O
	(-)	S + don't/doesn't + V (base form) + O
	(?)	Do/does + S + V(base form) + O ?

## B. USE

### Use present simple for

- facts, or things that always happen, “Water boils at 100°C”
- routines and habits, “The birds return to the island every spring.”
- timetable events, “The Drama Club meets every Thursday at 7.30.”
- plots of films, stories and plays, “At the party, Romeo sees Juliet and falls in love with her”

### Yes / No questions and short answers

- **Do** male penguins keep the eggs warm?
- **Does** water boil at 100°C?
- **Yes**, they do.
- **No**, it does not / doesn't

## C. EXAMPLES

### Here are some examples of describing habits:

- I take a shower every day
- Mom orders food for the family every day
- We swim every Sunday
- Dinda always sleeps late at night
- My father usually reads the newspaper in the morning

### Here are some examples of unchanging situation:

- Water freezes at zero degrees. (always condition)
- London is the capital of England and the United Kingdom. (always condition)
- Two plus two doesn't make five. (never condition)
- He doesn't live in London. (never condition)



### **Here are some examples of general truth:**

- Animals can't talk
- Humans have two hands
- Cows have 4 legs
- Spinach is a vegetable
- Chicken has 2 legs
- Fish live in water

**Text (Highlights *the negative form of the verbs in the text!*)**

### **ROMEO AND JULIET**

Two families, the Montagues and Capulets, live in Verona, Italy, but they get on with each other. Romeo, son of Montague, thinks he is in love with Rosaline, but unfortunately, she doesn't love him. He goes to see her at a party at the house of his enemy Capulet, but there he sees Juliet, Capulet's daughter. She doesn't know his name because he has a mask. Tybalt, one of the Capulet family, tries to fight with Romeo, but Capulet doesn't allow this. However, Tybalt agrees with him, and forgives Romeo for coming to the house. Romeo manages to talk to Juliet, and he kisses her. They understand that their families are enemies. When Romeo learns the truth, he doesn't care that his love for Juliet could be very dangerous. Later he goes back to the house and stands in the garden. Juliet is standing on the balcony talking to herself about Romeo, but doesn't see him below in the garden. After he talks to her, they soon show their love for each other, and agree to get married. However, they realize that a terrible tragedy is about to happen.

*Source: Michael Vince. (2007). Macmillan English Grammar in Context, Intermediate. Macmillan. Oxford, England.*



## EXERCISE

### A. Section 1

**Choose the right word to complete the following sentence!**

1. What .... he catches?
  - a. Does
  - b. Do
2. Hana ... at the bathroom now
  - a. Cry
  - b. cries
3. ... Lizzie eat fish?
  - a. Does
  - b. Do
4. My sister ... at the theatre.
  - a. Worked
  - b. Works
5. When ... he ... the fish?
  - a. Does, catches
  - b. Does, catch
6. We ... to the school together
  - a. Going
  - b. Go
7. Anna ... to the gym club.
  - a. Going
  - b. Goes

8. Gina and I ... .. together.
  - a. Do, surf
  - b. Doing, surfing
9. The children ... at playground.
  - a. Is
  - b. Are
10. ... you ... English well?
  - a. Do, speaks
  - b. Do, speak

## **B. Section 2**

**Correct the following sentences into correct sentences form!**

1. Christopher drive a bus: Christopher drives a bus.
2. We have some money.
3. You watch movies?
4. They not work for us.
5. I love to dance.
6. She have many friends.
7. Alexis and her husband always come for the summer.
8. Are he draw well?
9. James not remember me.
10. Laura is a beautiful girl.
11. I don't eat cheese.
12. Cats like to sleep.
13. You is a smart boy.
14. She wash the dishes every evening.
15. You be ready?

### Section 3

#### 1. Underline the sentences that show simple present tense!

Yogyakarta is a very special city for its arts, culture and culinary. It is a perfect place to find the best batik as well as to watch puppet as well as gamelan concerts. Ramayana Ballet is the most popular performance in Yogyakarta. The play is based on an ancient Hindu love story, King Rama and Princess Shita.

There are many great places to visit in Yogyakarta. Some of them are Borobudur Temple, Prambanan Temple, Kaliburu National Park, Keraton Royal Palace, Alun-Alun Selatan Keraton, Malioboro Street, etc. Among all of them, temples become one of the biggest reasons why people visit Yogyakarta.

Local people in Yogyakarta are so warm and friendly. They love to greet and wave hands to many tourists. When tourists get lost along the street, they help to show a way happily. In some tourism objects, there are many local guides. You need to deal with the price before having a guidance service.

Trying Gudeg is a must when visiting Yogyakarta. Gudeg is an authentic Yogyakarta cuisine. It is very delicious while enjoying this special city. Visiting Yogyakarta gives memorable experiences for most tourists. Tourists always want to visit it again and again.

*Source: Contoh Paragraf Simple Present Tense, Cerita Diri, Orang Lain & Liburan (englishcoo.com)*

#### 2. Write down what you plan to do in the future, in at least 3 paragraphs!

### C. Section 4

**Complete the sentence with the affirmative form of the verb in brackets.**

1. Look, all the people (leave) ..... are leaving.
2. The Earth's temperature (rise) .....because people (use) ..... too much energy.
3. She (study) ..... economics and he (study) ..... philosophy.
4. You (stand) ..... too close to the road.
5. We (stay) ..... in a lovely hotel by the beach.
6. I (go) ..... to the supermarket now, do you need anything?
7. The cat (chase) ..... the dog.
8. Technology (become) ..... cheaper all the time.
9. Pawel and Marek (train) .....for the football game next week.
10. Manuela (listen) ..... to music in her room.

## UNIT



# PAST TENSE

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

- |  |
|--|
| 1. Mengetahui definisi, dan memahami penggunaan Past tense   |
| 2. Mengetahui dan memahami rumus atau susunan kalimat Past tense, dan menerapkan penggunaan Past tense di dalam sebuah kalimat, serta mengetahui bentuk kata kerja yang digunakan dalam Past tense   |
| 3. Mengetahui dan memahami kalimat yang menggunakan Past tense dalam beberapa contoh kalimat   |
| 4. Menguasai Skill yang dijabarkan: meningkatkan skill-nya seperti <i>reading</i> (membaca) penggunaan waktu dan rumus tentang Past tense dalam sebuah kalimat, serta <i>writing</i> (menulis) beberapa kalimat yang menggunakan Past tense dengan baik dan benar sesuai dengan susunan atau rumus yang telah dipelajari |





## UNIT 9

### PAST TENSE

#### A. DEFINITION

The simple past tense is employed to convey actions or occurrences that took place in the past. The story started and finished in the past. The simple past tense is a verb form that can be used to indicate that something happened in the past. The time of the occurrence (e.g. yesterday, the last two days, last year) or the duration of the event (for two months, for a day, for an hour) can be expressed using this verb form.

#### For Nominal Sentences:

<b>FORMS:</b>	(+)	<b>S + complement</b>
	(-)	<b>S + to be (was/were) + not + complement</b>
	(?)	<b>To be (was/were) + S + complement</b>

Example:

She **was** a student.

We **were** so happy last summer.

#### For Verbal Sentence:

<b>FORMS:</b>	(+)	<b>S + V2</b>
	(-)	<b>S + did + not + V1</b>
	(?)	<b>Did + S + V1 + ?</b>

\*complement: Noun/Adjective/Adverb

Example:

I **ate** rice.

Tasya **did not** sing.

## B. SPELLING RULES

- Verbs ending in **e**, add **-d**: decide-decided
- For one-syllable verbs ending one vowel + one consonant, double the consonant and add **-ed**: stop - stopped
- Other one-syllable verbs add **-ed**: wait - waited
- Verbs ending vowel + consonant + **y**, change **-y** to **-i** and add **-ed**: study-studied
- Note: verbs ending vowel + **y** add **-ed**: play - played
- Two-syllable verbs ending one vowel + one consonant, double the consonant if the stress is on the last syllable and add **-ed**: prefer-preferred
- If the stress is on the first syllable, add **-ed**: profit-profit

### The Use of Past Simple

- **To talk about finished events in the past, when we think about a definite time.** Ex: Alexander's army **marched** beside the river and then **stopped** outside the city.
- **To describe the events in a story.** Ex: Oliver **heard** the sound of a bell. Soon afterwards, the door softly **opened**.
- **To describe habits and routines in the past. We usually use a time word or phrase.** Ex: Leonardo **painted** in his studio **every day**.

*Subject and object questions are both possible with past simple.*

- What did Leonardo paint?                      object question: + auxiliary did
- Who painted this portrait?                      subject question: no auxiliary did

*Examples of time words and phrases we use with past simple:*

- yesterday      last night      last week      last year
- on Tuesday    at 6.30            an hour ago    after that
- in 2024            in January



## C. EXAMPLES

**Here are some examples of times of the occurrence:**

- My sister was born 7 months ago.
- I left for Seoul yesterday.
- I watched the soccer match last night.

**Here are some examples of duration of the event:**

- He lived in London for two months.
- My sister attended the camp for a day.
- He waited at the bus stop for an hour.

**Negative Simple Past Tense Example Sentences:**

- She didn't have time.
- You didn't close the door.
- Rudy wasn't himself yesterday.
- He wasn't tired and did not come to bed early.

**Interrogative Simple Past Tense Sentence Example:**

- Did you go to work yesterday?
- Were you home last night?
- Why did you not helping him yesterday?
- Did they arrive on time?
- Did she like the surprise?

## Text 1

As a young man, Pasteur studied at the Ecole Normale in Paris. Then at the age of just 32, he became a professor at the University of Lille. In 1856, Pasteur received a visit from a man called Bigo who owned a factory that made alcohol from sugar beet. He had a question for Pasteur: why was the alcohol turning into acid? When this happened, they couldn't use it and had to throw it away. Bigo asked Pasteur to find out the reason for this. At first, Pasteur didn't know, but when he examined the alcohol under a microscope, he found thousands of tiny microorganisms. He believed that these micro-organisms were causing the problem. Other scientists disagreed with him, and newspapers made fun of him. However, Pasteur continued his work and invented methods of testing his theory. He proved that he was right. Later, he worked with two doctors to develop vaccines for diseases such as anthrax and rabies.



## EXERCISE

### A. Section 1

1. Maria already ... a piece of cake this morning.
  - a. Eat
  - b. Ate
2. She ... here for a couple of minutes ago.
  - a. Was
  - b. Were
3. We ... a tiny kitten last year.
  - a. Having
  - b. Had
4. They ... many reading books yesterday.
  - a. Buying
  - b. Bought
5. Andy ... to my house last week.
  - a. Gone
  - b. Came
6. Lukas did not ... his homework at home.
  - a. Done
  - b. Do
7. I ... her when she ... my girlfriend.
  - a. Loved, was
  - b. Love, were
8. Did Mario ... playing gamelan?
  - a. Liked
  - b. Like

9. I ... in Dauh Peken when I ... in Bali.
- Living, was
  - Lived, was
10. A cup of matcha tea ... .. by Nobita.
- Was drunk
  - Were drink
11. A couple of my shoes was ... by strangers.
- Moved
  - Walked
12. My phone just ... two times.
- Rang
  - Rung
13. My family and I ... to Malaysia last month.
- Travelled
  - Travel
14. My kid ... to vomit.
- Pretend
  - Pretended
15. Chio and his big family ... Lunar New Year this year.
- Celebrate
  - Celebrated

## **B. Section 2**

**Correct the following sentences into correct sentence form!**

Example:

- She writes a love letter. (present form)
- She wrote a love letter. (simple past form)

1. The girls bring a book.
2. He buys a new car.
3. He does not do the homework.
4. Does he visit his family?
5. He is a rich man.

### **C. Section 3**

#### **1. Underline the sentences that show simple past tense!**

During my last holiday, I made a lot of handcrafts. At that time, I was crazy about art and creativity. Many ideas had come to my mind three months before. All of the ideas were written on my notebook so I could read them again. Also, I searched other ideas from internet. Yap, I googled it. I watched tutorial videos and read many art blogs.

My parents helped me to prepare the materials. They also gave me money to buy things I needed. On the first day, I painted on some rocks. People call it rock art. It was so fun. My siblings joined me on the third day. Then, my siblings and I made paper crafts from used newspapers and magazines. Papers were rolled, shaped and glued together to create decorative designs. Many beautiful crafts were created.

The last activity was sewing. My mother is a tailor so I learn how to sew from her. My mother helped me too. Sewing used clothes and towels was very fun. We produced many useful things. Finally, I really enjoyed my last holiday.

#### **2. Write down what you plan to do in the future, in at least 3 paragraphs!**

#### D. Section 4

**Rewrite each statement as a yes / no question.**

1. He came from a rich family.

Q: .....

A: No, not really. His father was a glove maker.

2. He grew up in London.

Q .....

A: No, in Stratford upon Avon, a small town about 160 km From London.

3. He went to school.

Q: .....

A: Yes, we think so.

4. He knew Latin.

Q: .....

A: Yes, he learnt Latin at school, and some Greek as well.

## UNIT



# FUTURE TENSE

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

- |  |
|--|
| 1. Mengetahui definisi Future tense dan memahami penggunaan waktu pada Future tense  |
| 2. Mengetahui rumus/susunan kalimat dalam Future tense, menggunakan bentuk Future tense di dalam sebuah kalimat, dan mengetahui bentuk kata kerja yang digunakan dalam Future tense  |
| 3. Mengetahui dan memahami kalimat yang menggunakan Future tense dalam beberapa contoh kalimat   |
| 4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti <i>reading</i> (membaca) penggunaan waktu dan rumus tentang Future tense dalam sebuah kalimat, serta <i>writing</i> (menulis) beberapa kalimat yang menggunakan pola Future tense dengan baik dan benar sesuai dengan susunan atau rumus yang telah dipelajari |





## UNIT 10

# FUTURE TENSE

### A. DEFINITION

The simple future tense is one of the tenses used to describe events that are yet to occur and will only occur in the near future. As a result, acts that occur later are covered by this tense. Not only can you articulate it, but you can also convey hopes and predictions in the simple future tense.

#### Form:

- ✚ It is made up of the verb **will/won't** + **base infinitive (infinitive without to)**.
- ✚ Because **will** is a modal verb it doesn't change depending on the person doing the action.
- ✚ We can use contractions e.g. **I will = I'll**.
- ✚ In the negative, we can also use **will not** for more emphasis.
- ✚ **Won't** is more common in speech.
- ✚ In short answers we say: **yes X will** or **no X won't**.

<b>FORMS:</b>	(+)	<b>S + will/shall + V1 + O</b>
		<b>S + to be (am/is/are) going to + V1</b>
	(-)	<b>S + will/shall + not + V1 + O</b>
		<b>S + to be (am/is/are) + not + going to + V1</b>
	(?)	<b>Will/shall + S + V1 + O</b>
		<b>To be (am/is/are) + S + going to + V1</b>

### B. THE USE OF FUTURE TENSE

- ✚ **Instant or spontaneous decisions** – *I'm hungry. I think I'll make a sandwich.*
- ✚ **Future predictions based on a belief** – *I'm sure you'll pass the test.*
- ✚ **Promises** – *I won't tell anyone your secret.*



- ✚ **Offers** – *I'll carry your bags for you.*
- ✚ **Requests** – *Will you tell Henry I called?*
- ✚ **Threats** – *If you do that again, I'll tell Mum.*
- ✚ **Future facts** – *I'll be back later tonight.*

### **Shall**

- ✚ We can use shall instead of will for future time references with I and we. However, it is slightly more formal.  
E.g. We shall never forget this beautiful day.
- ✚ It is also common to use shall in questions to make offers, suggestions or ask for advice.  
E.g. Shall I carry these bags for you?  
Shall I open the window?  
What shall I tell Mary about the broken vase?

### **Be going to vs will**

- ✚ **It's** important to note that for predictions based on evidence and for future plans we use be going to not will.  
E.g. Look at those grey clouds. It's definitely going to rain!  
What are you doing after work?  
I'm going to the gym.

## C. EXAMPLES

# Future Simple Tense



Future Tense indicates the actions which will occur in the future. "will", "shall" and "be going to" are auxiliary verbs of Simple Future Tense.

<b>POSITIVE (+)</b>	<b>NEGATIVE (-)</b>	<b>QUESTION (?)</b>
I will come	I will not come	Will I come
You will come	You will not come	Will you come
He will come	He will not come	Will he come
She will come	She will not come	Will she come
It will come	It will not come	Will it come
We will come	We will not come	Will we come
You will come	You will not come	Will you come
They will come	They will not come	Will they come

[www.englishgrammarhere.com](http://www.englishgrammarhere.com)

### The use of will

(+)

- Laila is leaving for Istanbul next week.
- Wait a minute, I'll cook for you.
- I will carry your bag.

(-)

- I will not be attending the meeting tomorrow.
- He won't be visiting my house next week.

(?)

- Will you be attending tomorrow's meeting?
- Will he buy a new house next week?
- Will he visit your house next weekend?

### **The use of shall**

(+)

- I shall study tomorrow
- I shall finish my studies next year.
- We shall visit Sofia tomorrow

(-)

- I shall not forget to bring you the key
- They won't be at your party next week.

(?)

- Shall I give you a drink?
- What shall I buy for lunch?
- Shall we meet at the movie theater?

### **The use of be going to**

(+)

- He is going to be a doctor
- The clouds are very cloudy, it is definitely going to rain.

(-)

- He is not going to study at this school next week.
- The company is not going to fire employees next year.

(?)

- Is he going to Florida next year?
- Are you going to your ex's birthday party on Friday?



## EXERCISE

### A. Section 1

**Choose the right word to complete the following sentence!**

1. Addy and his brother will \_\_\_\_ at 10 o'clock. We need to hurry right now.
  - a. Arrives
  - b. Arrive
  - c. Arrived
2. My father thinks the prime minister will \_\_\_\_ in 2024's election.
  - a. Won
  - b. Wins
  - c. Win
3. Because of Covid-19 restrictions, Anthony and Bailey will \_\_\_\_ at our house next week.
  - a. Stay
  - b. Stays
  - c. Stayed
4. **Cody:** *You buy this bag for your mom?*  
**Alex:** *Yup! Will she \_\_\_\_ it?*
  - a. Like
  - b. Likes
  - c. Liked
5. The weather forecast predicts that it \_\_\_\_ tomorrow.
  - a. Would rain
  - b. Will rain
  - c. Had would rain

## B. Section 2

**Choose the right word to complete the following sentence!**

1. I \_\_\_ if you tell me your little secret. (not/snitch)
2. Shall I \_\_\_ this cloth for you? (hang)
3. This year is your lucky year. You \_\_\_ a lot of money. (earn)
4. Will he \_\_\_ about it? (honest)
5. Everyone \_\_\_ newyear's eve in this house tomorrow. (celebrate)
6. Andy \_\_\_ this coffee. He prefers tea. (not/drink)
7. The beekeeper \_\_\_ their honey this January. (harvest)
8. I just bought this purse. Will she \_\_\_ this pink purse? (love)
9. People \_\_\_ about this accident a year from now. (forget)
10. He just got extra investment funds, so he \_\_\_ his store. (not/close)

## C. Section 3

### 1. Underline the sentences that show Future tense!

I am sure that tomorrow will be a big day. I'll wake up at 4 o'clock in the morning. I never wake up so early this year so it's going to be a good start. I have already made a list of activities I am going to do tomorrow.

First of all, I am going to do self-affirmation. Some says that self-affirmation will influence my day in a positive way. How will I do self-affirmation? Let me think for a while. Hhmm, I'll be grateful for what I have achieved. I will appreciate myself and focus on my strength. Thinking of other people's kindness will make me feel good. Then, I'll think of my goal that will motivate me to move forward. Self-affirmation will take about 30 minutes.

Second, I am going to watch some videos about negative and positive thinking. I have prepared those videos which are about 1 hour and 30 minutes. Third, I am going to do yoga. I love yoga. I have joined yoga class for three months. Finally, I'll do my morning routine and go to work. Yeah, it's going to be wonderful!

### 2. Write down what you plan to do in the future, in at least 3 paragraphs!

## UNIT



# APPLYING FOR A JOB

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

1. Mengetahui definisi Applying For A Job, dan memahami cara membuat surat lamaran pekerjaan beserta tipsnya
2. Mengetahui dan memahami bentuk struktur surat lamaran pekerjaan
3. Mengetahui penjelasan dari setiap struktur surat lamaran pekerjaan: memahami bentuk bahasa yang dipakai dalam setiap struktur dalam surat lamaran pekerjaan, serta menulis surat lamaran pekerjaan
4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti *reading* (membaca) struktur dan bahasa yang digunakan dalam surat lamaran pekerjaan, serta *writing* (menulis) sebuah surat lamaran pekerjaan dengan baik sesuai dengan struktur dan bahasanya





## UNIT 11

# APPLYING FOR A JOB

### A. DEFINITION

Resumes and cover letters are crucial for assessing an applicant's qualifications and personality for businesses and recruitment agencies seeking to expand their workforce. The applicant's background, skill set, and job drive are all known to the organization. Whether your cover letter is computer generated or handwritten will determine its format. In this chapter you will learn how to make a good and correct job application letter.



Regardless of format, there are seven things to think about while creating a cover letter, according to Gramedia.com.

The seven are as follows:

1. Speak clearly and politely
2. Give a brief introduction of yourself
3. Take caution while writing the letter and where you do so.
4. Indicate the organization you are applying to.
5. Include an opening and closing statement Make use of
6. Kindly provide a few supporting documents.
7. Type the name and signature of the applicant.

## B. WRITING A JOB APPLICATION LETTER

Singaraja, 20 Mei 2009

Lampiran : Satu berkas  
Perihal : Permohonan menjadi karyawan(Lamaran pekerjaan)

Yth. Kepala Personalia(Manajer PT Indo Sejahtera)  
PT Mulya Jaya  
Jalan Rama 7A  
Singaraja

Dengan hormat,

Berdasarkan iklan lowongan pekerjaan yang dimuat di harian Bali Post tanggal 10 Mei 2009, PT Mulya Jaya membutuhkan lima orang karyawan dalam bidang administrasi. Sesuai dengan bidang pekerjaan tersebut, dengan ini saya,

nama :  
tempat, tanggal lahir :  
pendidikan :  
jenis kelamin :  
alamat :

mengajukan permohonan untuk menjadi karyawan bidang administrasi. Adapun kualifikasi yang saya miliki sesuai dengan syarat-syarat yang telah ditentukan. Sebagai bahan pertimbangan, bersama ini saya lampirkan berkas-berkas sebagai berikut,

1. fotokopi ijazah pendidikan terakhir;
2. fotokopi sertifikat kursus komputer;
3. fotokopi sertifikat kursus bahasa Inggris;
4. fotokopi Kartu Tanda Penduduk (KTP);
5. surat keterangan pengalaman kerja;
6. Surat Keterangan Kelakuan Baik (SKKB) dari kepolisian;
7. foto berwarna ukuran 4 x 6 cm dua lembar;
8. fotokopi kartu kuning dari Depnakertrans;

Demikian surat lamaran pekerjaan ini saya ajukan. Atas perhatian Bapak (Ibu), saya mengucapkan terima kasih.

Hormat saya,

Nama pengirim



## C. EXPLANATION

### 1. Place and date of the letter

Singaraja, 20 Mei 2009

Yogyakarta, 20 September 2023

Bandung, 28 Februari 2023

The place and date of the application letter are placed in the upper right corner of the letter. The writing of the place and date always begins with a capital letter, and between the place and date is separated by a comma (,).

### 2. Attachment

Lampiran: Satu berkas

### 3. Subject

Perihal: Lamaran pekerjaan

### 4. Purpose address

Contains the recipient's name and full address.

Yth. Kepala Personalia (Manajer PT Indo Sejahtera)

Jalan Rama 7A

Singaraja

### 5. Opening greeting

Dengan hormat,

### 6. Content of letter

#### 1. Opening sentence

Berdasarkan iklan lowongan pekerjaan yang dimuat di .....

Berdasarkan informasi yang saya dapat dari .....

Berdasarkan informasi dari ..... mengenai lowongan pekerjaan ....

#### 2. ID details & attachment

Sesuai dengan bidang pekerjaan tersebut, dengan ini saya,

Nama :

Tempat, tanggal lahir :



Pendidikan :

Jenis kelamin :

Alamat :

Sebagai bahan pertimbangan saya melampirkan,

1. Fotokopi KTP
  2. Fotokopi Ijazah pendidikan terakhir
  3. Foto berwarna ukuran 3x4
- Dst.

### 3. Closing sentence

Demikian surat lamaran pekerjaan ini saya ajukan. Atas perhatian Bapak (Ibu), saya mengucapkan terima kasih.

Demikian surat lamaran ini saya sampaikan dengan harapan, Bapak berkenan untuk mempertimbangkannya. Atas perhatian Bapak, saya mengucapkan terima kasih.

### 7. Closing salutation

Hormat saya,

Hormat kami,

### 8. Signature and full name

Abu Bakar

Siti Maimunah

Junaidi






## EXERCISE


### A. Section 1

1. The following are not steps in writing a letter....
  - a. Developing an outline
  - b. Developing the letter
  - c. Determining the subject of the letter
2. An example of an appropriate opening paragraph of a job application letter based on a job advertisement is.....
  - a. Berdasarkan informasi yang saya peroleh dari seorang teman, saya bermaksud melamar pekerjaan untuk mengisi posisi yang ditawarkan oleh perusahaan yang Bapak/Ibu pimpin.
  - b. Saya berinisiatif melamar pekerjaan di perusahaan yang bapak/Ibu pimpin karena kualifikasi yang Bapak/Ibu persyaratkan sangat sesuai dengan kualifikasi yang saya miliki.
  - c. Sehubungan dengan iklan yang dimuat dalam harian Sinar Nusantara, 25 April 2017, tentang lowongan kerja, saya yang bertanda tangan di bawah ini.
3. A good and correct closing sentence of a job application letter is ....
  - a. Atas perhatiannya, saya ucapkan terima kasih.
  - b. Terima kasih sebesar-besarnya saya ucapkan atas perhatian Bapak/Ibu.
  - c. Atas perhatian Bapak/Ibu, saya ucapkan terima kasih.
4. Berdasarkan informasi yang diperoleh dari salah satu media cetak mengenai lowongan pekerjaan di perusahaan yang Bapak/Ibu pimpin.  
The sentence is not standard because....
  - a. Mengandung pleonasme
  - b. Unsur-unsur kalimat tidak lengkap
  - c. Merupakan ragam bahasa percakapan

5. The correct place and date in a job application letter is....
  - a. Bandung 17 Agustus 2018
  - b. Bandung, 18 Juli 2019
  - c. Semarang 12 juli 2018
6. Write a good and correct job application letter based on the following advertisement!

 **JobStreet** by SEEK
Menu ▼

---



**Customer Service -  
Operations (Jogja,  
Contract-based)**

Shopee Internasional Indonesia

★ 4.3 · [81 ulasan](#)

📍 Yogyakarta, DI Yogyakarta

📞 Layanan Konsumen – Call Center (Call Center & Layanan Konsumen)

🕒 Kontrak

Diposting 2 hari yang lalu

**Requirements**

- Minimum diploma or bachelor's degree from any major
- 0-1 year experience in Customer Service (Fresh graduate are welcome to apply)
- Strong communication skills & customer-oriented, a team player, have a positive attitude, and an eagerness to learn
- Have good logical thinking and problem-solving skills
- Self-driven and motivated
- Willing to work in shifts and has a big interest in working in an e-commerce company
- Placement is in Yogyakarta for 6 months contract based

## B. Section 2

Read the following text and match the headings a - g to their descriptions 1-7

1. Additional information
2. People who can vouch for you
3. Work experience
4. Attainments
5. Personal details
6. Hobbies
7. Education

## How do you write a CV?

A CV is divided into sections. Readers can tell where one piece of information ends and another information which should not be confronted of information unordered of information which is difficult to make head or tail of International CVs are usually ordered as follows:

1. Name, address, telephone number, mobile number, email address, date of birth. nationality, marital
2. Dates of schools alleges universities attended together with subjects studied and qualifications and grades obtained. Begin with the most recent.
3. Start with the most and current job. Give the dates you were employed (year and/or month and year) and the name and address or city of the firm. Give a short account of your responsibilities.
4. Give brief information on your specific achievements. These should generally be work-related but could include, for example, ruining a first-aid course or ensuring health and safety regulations are adhered to. They are usually non-academic.
5. Provide any further information that could support your job application. For example, ability to speak foreign languages.
6. Give examples of your interests etc. Be careful not to include too many that are of an individualistic nature but also try to list, for example, sports that require you to be a team player.
7. Obviously you need to ask the person/people concerned first! Normally all you need to put here is 'References can be supplied on application'.

## UNIT



# PREPARING INTERVIEW

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

- |  |
|--|
| 1. Mengetahui definisi Preparing Interview, dan memahami tips-tips yang dilakukan sebelum Interview  |
| 2. Mengetahui percakapan tentang Interview, memahami dan menerapkan macam-macam ungkapan baru tentang Interview dalam sebuah percakapan  |
| 3. Mengetahui dan memahami cara untuk menjawab sebuah pertanyaan tentang Interview, serta menerapkan bahasa yang ada pada Interview dalam sebuah percakapan  |
| 4. Menguasai Skill yang dijabarkan: meningkatkan skil-nya seperti <i>reading</i> (membaca) ungkapan tentang Interview dalam sebuah percakapan, serta <i>writing</i> (menulis) sebuah percakapan yang berisi ungkapan Interview |





## UNIT 12

# PREPARING INTERVIEW

### A. DEFINITION

Job interview is a selection stage for prospective employees conducted by the company to find out the potential or abilities possessed by prospective applicant candidates. An interview is a question-and-answer session conducted orally with the interviewee in order to gather information. A conversation between two or more individuals, specifically the interviewee and the interviewer, is called an interview.



Career fairs and networking events can also present opportunity for interviews. A job interview is regarded as one of the best methods for assessing possible hires. It has also been shown to be infamously unreliable in identifying the best candidate for the position, even though it also requires a substantial investment of time and money from the company. During the interview process, the candidate can evaluate the job requirements and the corporate culture.

This chapter will cover how to respond to interviewer inquiries. We'll provide samples in the form of dialogue conversations. Before we discuss the conversations that happen during an interview here are a few tips you can utilize before or during an interview

1. Look for information about the company to be applied for
2. Dress politely and neatly

3. Do not panic and be nervous in answering the recruiter's questions
4. Pay attention to etiquette
5. Don't forget to smile
6. Be assertive when answering questions and don't beat around the bush
7. Don't worry about the results obtained

## **B. JOB INTERVIEW CONVERSATIONS**

### **1. Introduction**

#### **Conversation 1**

A : How are you doing this morning?

B : I'm fine, thank you.

A : I'm fine thank you thanks for being patient things are quite busy here right now

B : It's no problem hello

#### **Conversation 2**

A : Hello!

B : Hello, may I help you?

A : Yes, I'm here to see Mr. David about the accounting position.

B : Right, I'm Mr. David. Glad to meet you.

A : Glad to meet you.

B : Sit down. Could I have you fill out this application form?

A : Sure.

B : Take your time. Just let me know when you're finished.

A : Okay

### **2. Self-Descriptions**

A : So, tell me a little bit about yourself.

B : Well, my name is Joy Brown. I'm 27 years old and I'm single.



A : How would you describe your personality?

B : I'm hard-working, eager to learn. I enjoy working with other people and love challenges

### **3. Educational experience**

A : Please tell me about your educational background.

B : I graduated from Cornell University in 2018 with a BA in computer science

A : Why did you choose computer science?

B : Well ever since I've been young. I've been interested in computers, so when I entered University I thought that a career in computers would be a good choice.

A : Have you ever studied outside of the University?

B : Yes, I've studied on my own and I took an evening course in a small computer school.

### **4. Previous Job Experience**

A : Can you tell me about your previous job experience please

B : Sure, while I studied at University I work as an employee at a publishing company. I worked in the main office after I graduated. I worked in the same place full time. I worked in administration at the main office. I was there for four years.

A : Tell me about your experience there.

B : As an office intern I just helped with office support. When I became full time I was a administration assistant, I helped my boss with her projects.

A : How did you like the company?

B : I like the company very much, the people were very nice and we all worked together very well

### **5. Special skills**

A : Do you have any special skills that would help you do this job?

B : Yes, I'm pretty good with computers. I've used Microsoft Office a lot and I know how to troubleshoot problems.

A : How fast can you type?

B : I can type about 60 words a minute.

A : Any other skills that would help you?

B : Well I speak fluent Mandarin Chinese and I can read and write it fairly well

## **6. The ideal job**

A : Could you describe your ideal job?

B : Yes, my ideal job would be challenging but secure.

A : Tell me more why challenging

B : Well I'd like to improve my secretarial skills and I'd like to be interested in my work.

A : What kind of hours are you looking for?

B : I'm looking for full-time work. I can work weekends but I'd like to have evenings off

## **7. Describe your greatest strengths and weaknesses**

A : What is your greatest strength?

B : My greatest strength is persistence. I work really hard and I don't give up easily

A : Can you give me an example?

B : Yes, when I was a student, I had problems with a physics class. I didn't get that though I

got a tutor and studied really hard. Finally, I passed the class with an A

A : Do you have any examples at work?

B : Yes, when I was manager at charter insurance, we had a very important coded deadline.

I wouldn't stop working till we met the quota. I talked to the staff and we all worked

really hard to meet the deadline

A : What about your greatest weakness?

B : My greatest weakness would be that I'm not trained in accounting, I can still learn though

## **8. Reason for leaving a previous job**

### **Conversation 1**

A : Why did you leave your previous job?

B : My company was downsizing because of the economy, so I was laid off. Other people had been there over 10 years, and I had only been there for two, so I was laid off first.

### **Conversation 2**

A : What are the reasons for leaving your last job?

B : They cut my hours, I wanted to work full-time but they only wanted part-time workers.

## **9. Handling pressure**

A : How do you handle pressure?

B : I work very well with pressure; I prepare for it before it comes.

A : Can you give me an example?

B : When I worked at Citibank, we had many deadlines to meet, I never waited until the last minute to do my work. I always finished if ahead of time.

A : How do you deal with public?

B : I try to treat my customers with respect and patience

## **10. Other questions**

### **Conversation 1**

A : Are you able to work weekends?

B : Well I can work Saturday but not Sunday.

A : Are you able to work added hours?

B : I prefer to work in the daytime but I don't mind doing some odd hours.

### **Conversation 2**

A : What are you salary requirements?

B : I'm looking for at least thirty thousand.

A : This position starts at thirty-five thousand. Is this okay?

B : Yes, that would be fine. Are there opportunities for dance meant?

A : Yes, you are evaluated for raises and bonuses every year.

### **11. Why do you want this job**

A : Why do you want to work for us?

B : When I saw the job advertisement, I became very interested. I have friends who are customers here. They said that they like doing business here, as well I also feel that I'm qualified for the job.

A : Why should we hire you/

B : Because I have experience and a strong desire to succeed.

### **12. Do you have any questions?**

#### **Conversation 1**

A : Do you have any questions for me?

B : Yes, what is the starting salary?

A : The starting salary is 35.000 thousand dollars a year plus benefits.

B : And what are the hours of the job?

A : Well the office opens at 7AM. Most people usually take a one-hour lunch break around noon, and then leave about 4:00 PM. But the office doesn't close until 6:00 PM. So, you can stay later if you'd like.

#### **Conversation 2**

A : Do you have any questions?

B : May I ask what the specific responsibilities for this position

A : Sure, you'll be expected to be in the office during office hours. Which is from 8 AM until 5:30 PM Monday through Friday. You'll also be expected to answer incoming telephone calls and to help walk-in customers. You 'll also be expected to work with typing filing and some data entry.

## C. LISTENING

Scan the barcode:



- Mrs. Philips : Hello, Mrs. Stevens. My name is Jane Phillips. I'm the personnel director.
- Mrs. Stevens : I'm pleased to meet you.
- Mrs. Philips : Please have a seat.
- Mrs. Stevens : Thank you.
- Mrs. Philips : According to your resume, you have several years of office experience.
- Mrs. Stevens : Yes. I've had over ten years' experience.
- Mrs. Philips : Tell me about your qualifications.
- Mrs. Stevens : I can type over 100 words per minute. I'm proficient in many computer programs. I have excellent interpersonal skills, I am well organized, and I'm a very fast learner.
- Mrs. Philips : I see that you have excellent references. Do you have any questions about the position?
- Mrs. Stevens : Yes. What are the responsibilities in this position?
- Mrs. Philips : We're looking for someone to supervise two office clerks, handle all the correspondence, arrange meetings, and manage the front office. Have you had any supervisory experience?
- Mrs. Stevens : Yes. I supervised three administrators in my last position. What are the office hours, Mrs. Phillips?
- Mrs. Philips : 8:30 to 4:30, with an hour off for lunch. What are your salary expectations, Mrs. Stevens?
- Mrs. Stevens : I expect to be paid the going rate for this type of position. Can you tell me about the benefits you offer?

- Mrs. Philips : Yes. We provide full medical and dental coverage, a pension plan, and a three-week holiday per year.
- Mrs. Stevens : That's very generous. When is the position available?
- Mrs. Philips : We're hoping the successful applicant can start at the beginning of next month. We'll finish our interviews tomorrow and make a decision by the weekend. We'll contact you next week.
- Mrs. Stevens : Thank you very much. It's been a pleasure meeting you. I hope to hear from you soon.
- Mrs. Philips : Thanks for coming in to see us, Mrs. Stevens.



## EXERCISE

### A. SECTION 1

1. What is the purpose of a job interview?
2. What does the term "self-descriptions" refer to in a job interview context?
3. How should an interviewee handle pressure?
4. What is the ideal job according to the provided conversation?
5. What should an interviewee do when asked "Do you have any questions for me?"

6.

**Ask your partner questions about the interview questions, then write down your partner's answers! Then do the reverse (2 people)**

### B. SECTION 2

**The following are the parts and dialog of an interview. Complete the blanks!**

Topic Question	Dialog
Greetings and Introductions	<p><b>Mike:</b> Good Morning, John. I am Mike.</p> <p><b>John:</b> Good Morning.</p> <p><b>Mike:</b> How are you doing?</p> <p><b>John:</b> I am doing fine. Thank you.</p> <p><b>Mike:</b> How was the traffic coming over here?</p> <p><b>John:</b> I am so glad that the traffic was light this morning. No traffic jam and no accidents.</p> <p><b>Mike:</b> That is good. John, let's start the interview. Are you ready?</p> <p><b>John:</b> Yes, I am.</p>

	<p><b>Mike:</b> First of all, let me properly introduce myself. I am the ..... (1). As you know there is an open position in my department, and I need to fill this position as soon as possible.</p> <p><b>John:</b> Please, tell me a little bit about the position.</p> <p><b>Mike:</b> ..... (2)</p> <p><b>John:</b> What type of qualifications do you require?</p> <p><b>Mike:</b> I require a four-year college degree in Finance. Some working experience would be helpful.</p> <p><b>John:</b> What kind of experience are you looking for?</p> <p><b>Mike:</b> ..... (3)</p> <p><b>John:</b> That is great!</p>
Tell me about yourself	<p><b>Mike:</b> John, tell me a little bit about yourself.</p> <p><b>John:</b> I was a student at..... (4), and I just graduated with..... (5)</p> <p>I have been working part-time as a payroll clerk for the last two years.</p> <p><b>Mike:</b> What are you looking for in a job?</p> <p><b>John:</b> The job should help me see what Finance is all about. I have learned a lot of Finance theories at school, and now it is time for me to put them into practice.</p> <p><b>Mike:</b> Anything else?</p> <p><b>John:</b> ..... (6)</p>
What are your strengths?	<p><b>Mike:</b> What are your strengths? Why should I hire you?</p> <p><b>John:</b> I am a hard-working person and a fast learner. I am ..... (7)</p>



	<p><b>Mike:</b> OK. Now, let me ask you a few quick questions. You do not mind working long hours, do you?</p> <p><b>John:</b> No, I do not.</p> <p><b>Mike:</b> Can you handle pressure?</p> <p><b>John:</b> Yes, I can. When I was going to school, I .....(8)</p>
<p>Do you have any questions for me?</p>	<p><b>Mike:</b> Do you still have any questions for me?</p> <p><b>John:</b> No, ..... (9)</p> <p><b>Mike:</b> John, nice meeting you. Thank you for coming.</p> <p><b>John:</b> Nice meeting you too. Thank you for seeing me</p>

## UNIT



# INQUIRY LETTER

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

- |  |
|--|
| 1. Mengetahui definisi Inquiry Letter, dan memahami apa yang dimaksud dengan Inquiry Letter, serta tips-tips untuk menulis Inquiry Letter  |
| 2. Mengetahui bentuk dari Inquiry Letter, dan memahami susunan dalam Inquiry Letter  |
| 3. Mengetahui struktur yang ada pada Inquiry Letter, dan menerapkan bahasa yang ada pada Inquiry Letter serta memahami isi dari setiap bagian dalam struktur Inquiry Letter                          |
| 4. Menguasai Skill yang dijabarkan: meningkatkan skill-nya seperti <i>reading</i> (membaca) Bahasa yang ada pada Inquiry Letter, serta <i>writing</i> (menulis) Inquiry Letter dengan baik dan benar |





## UNIT 13

# INQUIRY LETTER

### A. DEFINITION

A business letter known as an inquiry is used to ask a specific company or person for information, clarification, or more details regarding a product, service, or business matter. This letter's primary goal is to gather information that will be useful for personal or professional endeavors.

#### **Here are tips for writing an inquiry letter.**

1. Act wisely and courteously. You must ask nicely for the information you require because you have no right to an answer.
2. It takes patience to find helpful solutions. Don't give the final order in an attempt to gain a reaction. It takes time for readers to reply.
3. Before composing your letter, please conduct some research. Find the proper individual to respond to your letter by doing some research if you want to increase the likelihood that you will hear back. You must also be familiar with the subject matter of your inquiry.
4. Remember to thank the other person when you receive their response.
5. Before sending your letter to the addressee, make sure it is edited and proofread. If the correspondence contains errors in grammar or there are spelling mistake, letter inquiries may not be replied

## B. EXAMPLE

**CV. Sepatu Nusantara**  
**Jl. Tanah Baru No. 20**  
**Depok**

Depok, 15 January 2013

**CV. Anugrah Sepatu**  
**Jl. Hakim No. 10**  
**Bandung**

Dear Sir or Madam,

We saw your product at Indonesia UKM Fair in Bandung Convention Center on 15 December 2012 and made interested us to become a distributor in Depok. We should be glad if you could send latest catalogues and distributor pricelist.

We would like to know whether you can special offer for us. If the price is low and the types of sample are interesting, we will order your product.

We are looking forward to receiving your reply soon.

Sincerely,

Muhammad Miftah Firdaus

Owner

## C. EXPLANATIONS

1. The name of your company, along with the address.
2. Place and date of the letter
3. The name of the company you are addressing and the address
4. Salutation
5. Introduction contains the reason that leads to the letter request
6. Purpose or request of the letter

7. Closing greetings (sincerely, best regard, Your faithfully, etc.)

## NUSA JAVA

Website Development

13 October 2009

Nusa Java  
Jl. Nangka 44  
Jogjakarta 55161

Dear Sir:

We have ever heard that you are producing export quality handmade notebook bags, all made of genuine leather.

There is a strong demand for such high quality hand-made notebook bags of this type here. Telling you the truth, sales of this items are not too high, though quite a good profit can be obtained for such fashionable products.

In relation with it, would you please be send us your latest catalogue with full details of illustrations of your export quality prices and terms of payment, together with some samples of genuine leathers commonly used for your bags.

We are looking forward to hearing from you soon.

Yours faithfully,

Promovendi Putrajana

Managing Director





## EXERCISE

### A. SECTION 1

**Answer the questions below!**

Letter below to answer questions number 1 to 4.

\_\_\_\_\_ **Better Widget Makers, Inc** \_\_\_\_\_

Bekasi Timur Regensi

Jakarta 17155

August 08, 2018

Your ref : RC/RS/2ID

Our ref : BWM/LG/24C

Mrs. Rifa Hana Zaimah

Rifa's Consultant

123 Jl. Jaya Raya

Bandung 10019

Our company is a company that specializes in Construction Services, Concrete Forecast, Property, Engineering and Procurement, and Toll Road Maintenance and Maintenance Services. At present my company is in need of an audit service to audit my company's annual financial statements.

Some time ago we read your company profile, your company produces goods in a newspaper. We are very interested to cooperate with your company. As we are interested your audit services, please submit your latest catalog, price list In and payment terms.

We also hope that your company provide initial offers for our company. We are expecting a reply from you cooperate with our company.

Yours Faithfully,

Rifa Hana Zaimah Manager

1. What is the request of the letter?
2. Write the recipient's address and the sender's address on the letter! Explain where each is located!
3. Explain what the last paragraph of the letter says!
4. Do you think the inquiry letter is well-written and correct? If yes, explain why and if no, give your reasons.
5. Write an inquiry letter correctly!

## **B. SECTION 2**

Make a good business sentence by using the following words and/or expression!

1. Inquiry of goods  
.....
2. Illustrated catalogue  
.....
3. The newest price list  
.....
4. Export quality price  
.....

## UNIT



# WRITING MEMOS

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pelajar diharapkan dapat:

1. Menjelaskan pengertian memo sebagai dokumen formal yang digunakan untuk menyampaikan informasi di lingkungan kantor.
2. Mengenali berbagai jenis memo seperti meeting summary notes, report notes, records of questions or answers, records of instructions or procedures, progress or status notes, dan records of warnings or notifications.
3. Merinci struktur memo, termasuk bagian header (tanggal, penerima, pengirim, subjek) dan bagian utama (pendahuluan dan tujuan, latar belakang, isi pesan, langkah-langkah yang perlu diambil, kesimpulan).
4. Meningkatkan keterampilan membaca dan menulis mereka melalui pembelajaran memo, dengan fokus pada pemahaman dan penulisan bahasa yang efektif.







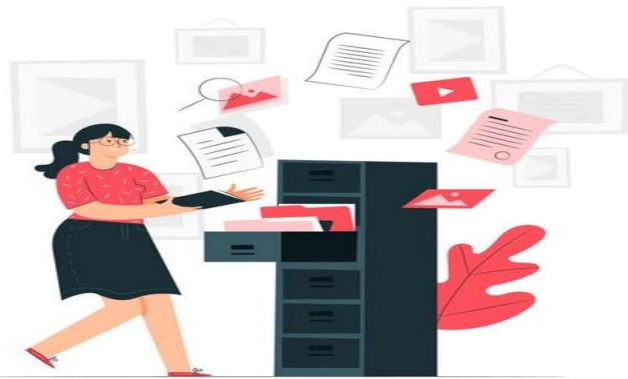
## UNIT 14

# WRITING MEMOS

### A. DEFINITION

In order to ensure that information reaches the group promptly and can be acted upon, memos are brief, formal documents that are typically distributed to a group within a firm. Your company could have a lot of messages that need to stick in the minds of teams, stakeholders, client groups, etc. Important information may also be sent to us by the board of directors, senior management, finance team, human resources, and other sources.

You can record any information in the notes that you would like your group to take note of or act upon. Updates to operational procedures, modifications to reimbursement guidelines, deviations from project schedules, unanticipated or new dangers, and other things are examples of this.



### **There are some types of Memos:**

1. Meeting summary notes
2. Report notes or Event notes
3. Records of questions or answers
4. Records of instructions or procedures
5. Progress or status notes
6. Records of warnings or notifications

## B. EXAMPLE

### Memorandum

Dated: 14 January 2023

**To:** Sales & Marketing Group

**From:** Praveenkumar Revankar, Product Engineering

**Subject:** Delay in release timelines of Feature A and Feature B.

#### **Purpose:**

The purpose of this document is to notify the cross-functional group about sudden changes in release timelines of Feature A and Feature B and to re-inform the group to reprioritize certain tasks for Sales and Marketing for the release.

#### **Background/Context:**

We have been working together on our key USP features Feature A' and "Feature B' for targeting their release this quarter. Due to unforeseen circumstances, there is a change in the release timelines and the new timeline will be shared shortly in Scrum of Scrum meeting where a representative from Sales has been invited.

#### **Action:**

Even though it looks like a major setback and current activities w.r.t. The release can be paused, there are certain actions that have to be performed in this quarter. The same has been conveyed in Jira, marking the work items with labels "Q1\_Paused" and "Q1\_Must." Please reprioritize your internal activities based on the labels in Jira and ensure a final plan reflected in Jira on or before 30 January 2023.

## **Conclusion:**

We might be delayed with the release but we are not affecting the business. The necessary strategy is defined and put in place to ensure customers can solve their problems using our support until Feature A and Ferre B release.

Thanks,

Praveenkumar Revankar

## **C. STRUCTURE**

If you want to write a memo, you should have a header to help you write a more organized memo.

**Here is the arrangement of the first part of the header in a memo.**

- Date** - the day it was sent or the day it goes into effect.
- To** - the recipient, who is typically a group that is informed or involved in the action
- From** - Usually from you. This is the clear individual, organization, or thing that sent the message.
- Subject** - an overview of the contents of the memo that contains the majority of its information

**Then the second part of the memo header is as follows.**

### **Introduction and purpose**

Includes a succinct synopsis of the topics the complete memo will address. The reader gains a clear and objective knowledge from this section. A well-written memo guarantees that this section consists of:

- A writing goal that is both actionable
- has a clear purpose
- Contextual background

## **Background**

Before publishing the story and its activities, a good memo always gives the reader the background information and establishes the context.

## **The content of the message**

Includes the real message you want the reader to understand. The backdrop portion might include the actual message.

## **Take Action**

The audience may or may not be asked to take a certain action. However, if there is, you should always include it in your memo as a distinct section (paragraph).

## **Concluding remarks**

Always wrap up your writing with a statement. Writing a conclusion is done primarily for two reasons:

- To summarize, this is done to make sure the message is understood and repeated. It also informs the reader about the crucial actions or things to keep in mind after reading this memo.
- To lighten up: this guarantees that the message is received correctly and transmits the message without causing fear or anxiety.



## EXERCISE

### A. SECTION 1

**Answer the following questions correctly!**

1. Describe the steps that should be taken in writing an effective memo in an office environment.
2. What is the difference between a memo and an email, and when should we choose one or the other?
3. How to set a clear purpose in memo writing so that the message can be conveyed well?
4. How to ensure that the information conveyed in a memo has a logical structure and is easy to understand?
5. Explain the role of opening and closing sentences in a memo, and give a good example.
6. What are the key elements that must be present in a memo for the message to be well received by the reader?
7. Why is it important to check grammar and spelling before sending a memo?
8. Create an example of a memo with a memo type about a meeting.

### B. SECTION 2

**Read the information below!**

**Scenario:**

After a project team meeting, you as the team secretary are asked to write a memo summarizing the results of the meeting and the follow-up actions to be taken by the team members.

**Additional Information:**

- Memo Title: Project Team Meeting Summary

- Memo Content: Include the main points discussed in the meeting along with follow-up actions to be taken by each team member.
- Attach meeting notes if needed.
- The memo is addressed to all project team members.
- The date of the memo should include the date of the meeting and the date the memo was sent.

**Write a memo summarizing the meeting results and follow-up actions to be taken by the project team members!**

## UNIT



# WRITING EMAIL

## Tujuan Pembelajaran

Setelah mempelajari unit ini, pemelajar diharapkan dapat:

1. Menjelaskan pengertian dan fungsi dasar email sebagai sistem pesan digital melalui internet, dan memahami peran email dalam komunikasi personal dan profesional, khususnya di lingkungan perkantoran dan bisnis.
2. Mengartikan beberapa singkatan (*abbreviations*) yang umum digunakan dalam email.
3. Membedakan situasi yang memerlukan pembukaan dan penutupan formal, netral, atau informal.
4. Merancang email untuk mengatur pertemuan bisnis.





## UNIT 15

### WRITING EMAIL

#### A. DEFINITION

Email is a digital messaging system that operates via the internet to convey messages from one computer to another. Email makes it easier and faster to send communications for a variety of uses, including personal and professional. Within the workplace, email is a vital tool for businesses. Within a company, email serves as a communication tool between departments. Email is a useful tool for business-to-business communication with partners and other corporations. Email can be used to send and receive information through internet-connected software.

#### *Formal, Neutral, & Informal*

**Formal**, this is how an old-fashioned email might be written. There is extensive use of formal language and set terms, and ideas are expressed with tact and consideration. It's an impersonal language. Punctuation and grammar are crucial. Although this format is uncommon for emails, you can use it if the subject is important (like a complaint).

**Neutral**, the most popular format for business or professional emails is this type. The language is straightforward, plain, and easy since both the writer and the reader are busy. There is usage of contractions (I've for I have, etc.) and brief sentences. The wording is more intimate. But the tone is too direct; it's nothing like speaking.

**Informal**, Emails between friends are most often written in this format. Emails can occasionally be quite brief or contain funny remarks, personal news, and other things. There are common words and conversational idioms because this style is most similar to speech. Additionally, the reader's tolerance for poor grammar will increase.



## 1) ABBREVIATIONS

Abbreviation	Term	Abbreviation	Term
aka	Also known as	Bcc	Blind copy carbon
a.m.	Ante meridiem (morning)	bldg	Building
approx.	Approximately	CY	Calendar year
et al	Et alia (and others)	cc	Carbon copy to
etc	Et cetera (and so forth)	COD	Cash on delivery
ASAP	As soon as possible	COLA	Cost of living adjustment
Co.	Company	Corp.	Corporation
Dept.	Department	dba	Doing business as
ea.	Each	e.o.m.	End of month
FY	Fiscal year	e.g.	Exempli gratia (for example)
FYI	For your information	govt.	Government
Inc.	Incorporated	IOU	I owe you
Ltd.	Limited	mfg,	Manufacturing
mdse.	Merchandise	mo.	Month
viz.	Videlicet (namely)	no.	Numero (number)
p.m.	Post Meridien	PS	Postscript
qtr.	Quarter.	VIP	Very important person
BID	Break it down	COB	Close of business
EOD	End of day	EOW	End of week
IAM	In a meeting	IMO	In my opinion
LMK	Let me know	NIM	No internal message
OTP	On the phone	NRN	No reply necessary
Re	Referring to	RED	Request for discussion
TED	Tell me, explain to me, describe to me	TOS	Terms of service
TYT	Take your time	YTD	Year to date

## 2) JOB AND DEPARTMENT TITLES

Abbreviation	Term	Abbreviation	Term
BD	Business development	CAO	Chief analytics officer
CDO	Chief data officer	CEO	Chief executive officer
CFO	Chief financial officer	CIO	Chief information officer
CMO	Chief marketing officer	COO	Chief operating officer
CPA	Certified public accountant	CSO	Chief security officer
CSR	Corporate social responsibility	CTO	Chief technology officer
CFP	Certified financial planner	DOE	Depending on experience
GC	General counsel	HR	Human resources
PM	Project manager	PR	Public relations
R&D	Research and development		

## 3) OPENING AND CLOSING

No	Opening	Closing
1	I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require.	Should you need any further information about room availability, we will be happy to assist you.
2	Thanks so much for the wonderful present. It's exactly the book that I wanted - how did you know? I'm really looking forward to reading it.	Thanks again for the gift, and give my regards to your family.
3	Patricia, I've just read your email. I'm so sorry to hear about what happened.	You know you can count on me if you need any support. I'll call you at the weekend to see how things are.

4	Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day.	Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon... What about going to see that new Spielberg film?
5	I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site.	I look forward to receiving this information as soon as possible.
6	I am writing with reference to our order number GH67. The goods arrived this morning, but you only sent 200 pieces instead of the 300 that we ordered.	Please deal with this matter urgently. I expect a reply from you by tomorrow' morning at the latest.
7	Yes! Great! I'd love to come to the party.	Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
8	I've just heard from Antonio about the Paris contract. It's fantastic news - you worked really hard on this and you deserve the success.	It really is great news, and I'm sure that it's only the beginning of our work in the French market.

## B. UTILIZATION

### 1. Arranging a meeting

#### Email 1

Subject Line: Requesting to schedule a meeting at your earliest convenience

Dear Mr. Brown,

I hope this email finds you well. I'm writing this email to schedule a meeting concerning the implementation of our new marketing strategy. If it is convenient, I would suggest meeting at my office on Monday, March 3rd, at 10:00 AM.

Kindly confirm your availability and preference if you would like to change the time or location.

Kind regards,  
Anita

## **2. Invitation and direction**

### **Email 2**

Hi Mrs. Nana,

My name is Lylia, and I'm contacting you from PT. Arga company. I would like to invite you to a virtual meeting. At the meeting, we will be discussing the upcoming product launch and marketing strategy. If you would like to attend/join, can you reply to this message?

Kind regards,  
Lylia

## **3. Negotiating project**

### **Email 3**

Subject: Pricing Structure Change for Upcoming Project

Hi Mr. Jackson,

I would like to discuss the pricing structure for our upcoming project. While I understand the budget constraints, I feel that the agreed rates do not fully reflect the level of complexity and expertise required.

Can we re-discuss the pricing to better match the value we provide? I hope we can find an agreement that benefits both parties.

Best regards,  
Ferry

## 4. Apologies

### Email 4

Subject: Apology for Error in Product Delivery

Hi Mr. Patrick,

I on behalf of our company, PT Trains, would like to sincerely apologize for the error that occurred in the delivery of the product to you. We recognize that we have made a mistake, and we are committed to correcting it.

Below are the details of the error that occurred:

**Error in Product Quality:** The products we deliver do not meet the quality standards that they should. We realize that this may disrupt your business operations, and we are very sorry.

**Delay in Delivery:** We acknowledge that the product was also delayed in delivery. We understand how important time is in your business, and we apologize for the inconvenience.

Action taken:

We will immediately replace the defective product with a good quality product. We will ensure the next shipment is on time and as agreed.

We hope you can understand this situation and give us the opportunity to correct our mistake. We appreciate your cooperation over the years and are committed to providing better service in the future.

Thank you for your understanding.

Greetings,

Luna



## EXERCISE

### A. SECTION 1

Look at the situations below - for which ones could you send an email from your work computer?

1. You've heard an embarrassing story about a colleague you dislike.
2. You urgently need a report from a colleague - you've reminded her once but she still hasn't sent it.
3. You want to change the time and date of a business meeting.
4. You were supposed to send out an agenda for tomorrow's meeting but you forgot to.
5. Your cat's had 6 kittens and you'd like to find a kind 5 and loving home for them
6. Your junior colleague didn't do a very good job organizing a conference-you want to give her some feedback.

### B. SECTION 2

You receive this voicemail from a Chinese colleague in the Shanghai branch. You are both attending the same international conference with your bosses in a couple of weeks.

Hello, this is Clementine Liu from the Shanghai office. How are you? I wonder if I could trouble you? I have a bit of a problem with the PowerPoint charts that I need to prepare. I'd be very grateful if you could help me with the text for them because your written English is much better than mine. I'll call you back tomorrow morning at 9 am your time if that's convenient. Thank you and have a good evening.

You have a lot of work and could really do without any more to do. However, you are willing to lend her a hand. She is about to give you a ring - remember that the Chinese are very relationship-oriented, so be prepared to engage in small talk before getting to the point of the call and don't let her lose face.

**Complete your part of the conversation as follows:**

CL: Hello, this is Clementine Liu from the Shanghai office. How are you?

1. **You:** .....

**CL:** I'm fine too thank you and how's the weather?

2. **You:** .....

**CL:** It's quite humid here but luckily we have air conditioning. How was your holiday?

3. **You:** .....

**CL:** Oh good! It's very nice to talk to you again. I was just wondering if you got my voicemail?

4. **You:** .....

5. **CL:** I've got a bit of a problem as I said. Do you think you would have the time to just check my charts for me?

6. **You:** .....

**CL:** That would be great. Thank you so much, I'll email them through to you and I'm really looking forward to seeing you again.

7. **You:** .....

**CL:** Thank you once again and goodbye.

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### Website:

### UNIT 1

<https://pin.it/3AQfli2PY>

<https://pin.it/3haPka27N>

<https://pin.it/5SrJS6MiF>

<https://shorturl.at/cmtu8>

<https://th.bing.com/th/id/OIP.pRmMOEH0SJHZh8IJUmClpgHaHa?rs=1&pid=ImageDetMain>

[https://png.pngtree.com/png-clipart/20230825/original/pngtree-pilot-cartoon-vector-illustration-with-airplane-picture-image\\_8679898.png](https://png.pngtree.com/png-clipart/20230825/original/pngtree-pilot-cartoon-vector-illustration-with-airplane-picture-image_8679898.png)



[https://png.pngtree.com/png-clipart/20221013/original/pngtree-architect-or-engineer-cartoon-illustration-using-a-multipurpose-board-table-to-png-image\\_8679872.png](https://png.pngtree.com/png-clipart/20221013/original/pngtree-architect-or-engineer-cartoon-illustration-using-a-multipurpose-board-table-to-png-image_8679872.png)

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## UNIT 2

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<https://tinyurl.com/mr8daj>

## UNIT 3

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## UNIT 4

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<https://i.pinimg.com/564x/27/68/e2/2768e2380e4a022798a8ac63c15298c4.jpg>

<https://i.pinimg.com/564x/12/7b/e6/127be632e5370cbd46ce899a5917a67f.jpg>

<https://i.pinimg.com/564x/b3/f7/ad/b3f7adb8aed14c0a88df06c91e017625.jpg>

<https://i.pinimg.com/564x/48/3a/0c/483a0ccde7bedda586a61f0b3b734f84.jpg>

## UNIT 5

<https://goodcantrading.com/wp-content/uploads/2023/06/10005-1.jpg>

<https://youtu.be/G2gFxrXdcE?si=qZxCTSpFMw19SPM->

<https://youtu.be/1gVo2fiuOoA?si=JpDHbCQrWLYbWGP2>

<https://youtu.be/5kC0EJfOkyg?si=OA7SR5hwMWiC37ti>

<https://youtu.be/QWBwCoecvKM?si=Jw8YZhsKsC4E3A0I>

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## UNIT 6

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<https://i.pinimg.com/564x/aa/a2/20/aaa2200e7f4d76a0b60d846b8e927033.jpg>

## UNIT 7

<https://youtu.be/AWHI2dMkaec?si=FbQGnK50SqA3QusQ>

<https://youtu.be/z-8o9sp8YIA?si=lJqyUCByrPMI56tM>

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<https://youtu.be/1RcSJId5jw0?si=pzrOBem0JujrGIp->

## **UNIT 8**

<https://pin.it/5uAdk3gJK>

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25 Contoh Soal Simple Present Tense dan Kunci Jawabannya [2023] (cakap.com)

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## **UNIT 9**

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40 Contoh Soal Simple Past Tense Pilihan Ganda Beserta Jawabannya - Blog Digitalkit

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<https://tinyurl.com/3uyes6b3>

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## UNIT 12

<https://tinyurl.com/3puhu95z>

<https://tinyurl.com/2hpdwfbz>

<https://pin.it/4rDGRWw7L>

<https://static.promediateknologi.id/crop/0x0:0x0/750x500/webp/photo/2022/12/25/2644792115.jpeg>

## UNIT 13

<https://www.yashwanth.com/image/enquiry1.png>

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## UNIT 14

How to write an effective memo: Format with examples - LogRocket Blog

How to write an effective memo: Format with examples - LogRocket Blog

<https://i.pinimg.com/564x/1f/c0/10/1fc0103c9f3dcd113954f678599fb0b8.jpg>

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## UNIT 15

### 7+ Perfect Examples of a Meeting Request Email - UpLead

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# ENGLISH FOR OFFICE & BUSINESS

Kebutuhan akan materi pembelajaran bahasa Inggris untuk perkantoran dan dunia bisnis/kerja semakin meningkat seiring dengan beroperasinya perusahaan asing di Indonesia dalam kurun waktu sepuluh tahun terakhir ini. Untuk dapat bersaing di dunia kerja, SDM Indonesia harus memiliki pengetahuan dan keterampilan dalam bidang bahasa Inggris, salah satunya adalah bahasa Inggris khusus di bidang Perkantoran dan Dunia Usaha/Kerja.

Modul yang berjudul “English for Office & Business” ini sesuai dengan judulnya, diperuntukkan untuk berbagai kalangan tidak terbatas pada pemelajar/mahasiswa, kalangan umum, pencari kerja, karyawan yang berada di level frontliner, supervisor dan manajer yang ingin memperdalam pengetahuan bahasa Inggris di bidang khusus yaitu bahasa Inggris di bidang Perkantoran dan Dunia Usaha/Kerja.

Materi ajar yang ada dalam modul ini cukup komprehensif dan disusun sesuai dengan kebutuhan pemelajar yang disajikan dalam 16 Unit Pembelajaran. Pada setiap unit terdapat tujuan pembelajaran yang akan dicapai, materi ajar yang memuat keterampilan membaca, berbicara, menulis, dan mendengar, serta kosa kata yang relevan dengan topik yang dibahas. Disamping itu, untuk memperdalam pemahaman pemelajar diberikan latihan soal dan juga drill pada setiap unit.

Modul ini dapat digunakan oleh berbagai pihak sebagai sumber materi ajar utama dan/atau suplemen untuk belajar mandiri dan juga dapat dipakai oleh guru, tutor, dan dosen dalam Mata Kuliah English for Office & Business di institusi pendidikan menengah dan tinggi. Materi yang tersaji dalam Unit 1-16 tersebut dapat dibagi ke dalam beberapa pertemuan yang tersaji dalam silabus Mata Kuliah sesuai dengan kebutuhan pemelajar, dan capaian pembelajaran yang telah ditetapkan. Materi ajar dalam modul ini sangat bermanfaat dan memberi khasanah baru bagi perkembangan pengetahuan dan keterampilan pemelajar bahasa Inggris khususnya dalam bidang Perkantoran dan Dunia Usaha/Kerja.



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