## **ENGLISH for PROFESSIONAL USE**



By

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#### **INTRODUCTION**

*English For Professional Use* is a handbook for UWIKA students, who are taking English as basic subject. This book is designed to learn English language use in real situation. It contains skills in English language namely Reading, Grammar, Writing and Speaking. The texts taken from some articles and other sources.

This book is divided into 8 units containing some activities in English classroom. They are discussion, problem soving, simulation and exercises, etc.. So both lecturers and students can use this book step by step and get full understanding for the content of the book.

Surabaya, 22 July 2014

Compiler

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## UNIT 1 COMPANY PROFILE

PERTAMINA is a State Owned oil & gas company (National Oil Company), \_\_\_\_\_\_(1)on December 10, 1957 under the name PT PERMINA. In 1961 the company \_\_\_\_\_\_(2) its name to PN PERMINA and after the merger with PN PERTAMIN in 1968 it became PN PERTAMINA. With the \_\_\_\_\_\_(3) of Law 8 of 1971 the company became PERTAMINA. This name \_\_\_\_\_\_(4) until after

PERTAMINA changed its legal status to PT PERTAMINA (PERSERO) on October 9, 2003.

PERTAMINA's scope of business \_\_\_\_\_\_(5) the upstream and downstream sectors. The upstream sector covers oil, gas and geothermal energy exploration and production both domestically and overseas. The foregoing is pursued through own operations and through partnerships in the form of joint operations with JOBs (Joint Operating Bodies), TACs (Technical Assistance Contracts) and JOCs (Joint Operating Contracts), whereas the downstream sector

(6) processing, marketing, trading and shipping. Commodities produced range from Fuel (BBM) and Non Fuel (Non BBM), LPG, LNG, petrochemicals to Lube Base oil.

With the enactment of the Law of the Republic of Indonesia No. 22 of 2001 on November 23, 2001 relating to Oil and Gas, Law No. 8 of 1971 relating to the State Oil and Gas Mining Company was declared void. In accordance with the provisions of Law No. 22 of 2001, PERTAMINA was

(7) into a Public Liability Company (Persero) designated PT. PERTAMINA (PERSERO) under Government Regulation No. 31 of 2003. All existing PERTAMINA provisions including its structural organization, employment guidelines and procedures as well as other matters associated with its duties and responsibilities, unless such matters are in contravention of the said Government Regulation, are declared to continue in force until the Company provides otherwise.

PT PERTAMINA (PERSERO) was established under Notarial Deed of Lanny Janis Ishak, SH No. 20 of September 17, 2003, and \_\_\_\_\_\_\_\_(8) by the Minister for Law & Human Rights under Decision No. C-24026 HT.01.01 on October 9, 2003. The above proceeded in accordance with the provisions set forth in Law No. 1 of 1995 relating to Limited Liability Companies, Government Regulation No. 12 of 1998 relating to Public Companies (Persero), and Government Regulation No. 45 of 2001 relating to Amendment to Government Regulation No. 12 of 1998.

Consistent with its deed of establishment, the objective of the PERSERO is to \_\_\_\_\_(9) in oil and gas exploitation, domestically and overseas, as well as in other exploitation associated with or supporting oil and gas operation.

#### http://www.pertaminaracing.com/profile/2/Company+Profile

A. Fill the blank sentences with the words provided!

a. Includes	d. transformed	g. Persisted
b. Changed	e. ratified	h. Incorporates
c. Engage	f. Established	i. Enactment

#### **B. WHAT DOES SHE LOOK LIKE?**

Description p	people		
Mr. Priyo	: Hello. How are you Mrs. Kristin		
Mrs Kristin	: I am fine, thank you. And you		
Mr. Priyo	: I am fine too thanks. Did you see "Peterpan" concert last night		
Mrs Kristin	: off course I did. Because I like the vocalist very much		
Mr. priyo	: what does he look like?		
Mrs Kristin	: oh. He is handsome. He has a straight black hair. His nose is pointed.		
Mr Priyo	: is he tall with glasses?		
Mrs Kristin	: no. he is not tall. He is about average. He does not wear glasses		
Mr Priyo	: ok Mrs Kris. I have to teach now. See you later		
Mrs Kristin	: see you		
Grammatical focus			
Describing pe	ople		
01	What does she/he look like? He is guite tall		
	He has long black hair		

What is she like?	He is nice person
	He is patient

#### Here are some of the features we commonly mention

Height	: quite tall, quite short, average height, tall
Hair color	: light brown dark brown, blonde, red, auburn, black
Hair style	: short, long, straight, curly, wavy, bald
Face	: small eyes, large eyes, round eyes, round face, oval face
	Pointed nose, flat nose, thin lips, thick lips, beard, moustache
Skin	: Dark complexion, fair complexion, scar

#### Discussion

- 1. Divide class in to five groups in pairs
- 2. Make a description of a famous person for each group
- 3. When a group presents the descripsion, the others will guess who he/she is.

#### **GRAMMATICAL CONSTRUCTION**

#### C. PRONOUN

Personal pro	noun	Possessive		Reflexive pronoun
S	0	Adjective	Pronoun	
Ι	Me	My	Mine	Myself
You	You	Your	Yours	Yourself/your selves
They	Them	Their	Theirs	Themselves
We	Us	Our	Ours	Ourselves
He	Him	His	His	Himself
She	Her	Her	Hers	Herself
It	It	Its	-	itself

#### 1. SUBJECT PRONOUN

Rule 1:

subject pronoun as subject

They are wearing a good shirt

She walks to school everyday

Rule 2:

use subyek pronoun as compound subject

My sister and I visited my grandparents yesterday

She and he decide to get married early

Rule 3:

Use subject pronoun after be (tobe): is, am, are, was were, be, been)

it was I who cameorI was the one who cameit is sheorshe is here

#### Rule 4:

Use subject pronoun after t*han* or *as*: I play the music better than he (play) She is happy as I (am)

#### 2. OBJECT PRONOUN

She met <u>me</u> at mall last week I saw <u>her</u> in front of my house

#### 3. POSSESSIVE PRONOUNS

- function as an adjective followed by Noun I borrow **his** book to make a small note

She takes **my** bag

- function as adverb This book is **mine** The card is **hers** 

#### 4. Demonstrative Pronouns

Singular	Plural
This book	These books
That book	Those books

#### Examples:

- This book is mine
- These books are mine
- That book belongs to my sister
- Those books belong to my sister
- Those books have been borrowed by Amir for three weeks

#### 5. Indefinite Pronoun

- a. one (orang), someone (seseorang), no one (tak seorangpun), none (tak ada orang/benda), every one (setiap orang)
- b. something (sesuatu), nothing (tak satupun), anything (apa saja), everything (segalanya).
- c. Each, every, either (keduanya), neither (tidak keduanya)

#### 6. The use of other

#### **Examples:**

look at your hand. There is a total of five fingers. One is your thumb another is your index finger another one is your middle finger another Finger is your ring finger the other finger is your little finger

#### **Exercises:**

Answer these questions below

- 1. did you bring .... (any, some) cooking oil?
- 2. my grandfather has five cows. ..... (both, all, each) of them are fat and clean
- 3. I don't remember where I am. But I am sure it is ... (somewhere, anywhere, every time) here
- 4. Ani, can you ask your brother here?. Because I want to meet ... (he, his, him, her)
- 5. here is ... (any, some) books for your reading.
- 6. I don't need your help. I can do it by ... (yourself, myself, himself, mine)

- 7. The building is very high. ... (it, he, its, they) looks wonderful
- 8. I don't bring my pen. Would you lend me ... (mine, yours, your, his)
- 9. I have a book. This is ....(mine, my, her, his, myself) best book
- 10. Tono and I are students. ... (we, he, you, I) go to school together

#### II. Error Analysis

- 1. People in Madura plant tobacco. He plant it every year
- 2. we can do this work by us
- 3. Ali's grandfather is a farmer. They usually take fruit, vegetables to his house
- 4. After getting medicine from a doctor. Him finally can see clearly
- 5. I am really glad to meet he in this wonderful party. I can't imagine before
- 6. she can't find her book everything
- 7. I come to this show late, so you can't get front seat
- 8. Ali fells that he can't meet her parents after trying to look for them for a long time
- 9. I have been looking for you something
- 10. we have two pencils. One is red and other is blue



## UNIT 2 MARKETING & SALES

Once you've completed the <u>Service or Product Line</u> section of your plan, the next part of your business plan should focus on your marketing and sales management strategy for your business.

Marketing is the process of creating customers, and customers are the lifeblood of your business. In this section, the first thing you want to do is define your marketing strategy. There is no single way to approach a marketing strategy; your strategy should be part of an ongoing business-evaluation process and unique to your company. However, there are common steps you can follow which will help you think through the direction and tactics you would like to use to drive sales and sustain customer loyalty.

An overall marketing strategy should include four different strategies:

- A market penetration strategy.
- A growth strategy. This strategy for building your business might include: an internal strategy such as how to increase your human resources, an acquisition strategy such as buying another business, a franchise strategy for branching out, a horizontal strategy where you would provide the same type of products to different users, or a vertical strategy where you would continue providing the same products but would offer them at different levels of the distribution chain.
- Channels of distribution strategy. Choices for distribution channels could include original equipment manufacturers (OEMs), an internal sales force, distributors, or retailers.
- Communication strategy. How are you going to reach your customers? Usually a combination of the following tactics works the best: promotions, advertising, public relations, personal selling, and printed materials such as brochures, catalogs, flyers, etc.

After you have developed a comprehensive marketing strategy, you can then define your sales strategy. This covers how you plan to actually sell your product.

Your overall sales strategy should include two primary elements:

- A sales force strategy. If you are going to have a sales force, do you plan to use internal or independent representatives? How many salespeople will you recruit for your sales force? What type of recruitment strategies will you use? How will you train your sales force? What about compensation for your sales force?
- Your sales activities. When you are defining your sales strategy, it is important that you break it down into activities. For instance, you need to identify your prospects. Once you have made a list of your prospects, you need to prioritize the contacts, selecting the leads with the highest potential to buy first. Next, identify the number of sales calls you will make over a certain period of time. From there, you need to determine the average number of sales calls you will need to make per sale, the average dollar size per sale, and the average dollar size per vendor.

#### https://www.sba.gov/content/marketing-sales-management

#### A. Answer the questions below based on the text above!

- 1. What is the main information of the text above?
- 2. What is marketing? Clarify your answer and give examples if necessary!

- 3. What are differences between marketing and sales?
- 4. What are four marketing strategies mentioned above?
- 5. What are sales strategies?

#### The difference between marketing, advertising and sales

Marketing is the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large." – American Marketing Association.

Advertising is the paid, public, non-personal announcement of a persuasive message by an identified sponsor; the non-personal presentation or promotion by a firm of its products to its existing and potential customers." – About Money

A sale is the act of selling a product or service in return for money or other compensation. Signaling completion of the prospective stage, it is the beginning of an engagement between customer and vendor or the extension of that engagement." – Dictionary.com

#### **B. TALKING ABOUT DAILY LIFE**

#### Dialogue

- Ani : hi Ali, good morning
- Ali : good morning
- Ani : you always come early. What time do you get up?
- Ali : I usually get up at 4.15 o'clock. Then I take a bath and prepare to school
- Ani : what about your little sister?
- Ali : she sometimes gets up at 5 o'clock. And what about you?
- Ani : I sometimes get up at 4 then I pray subuh after that I help my Mom to prepare our breakfast and take a bath then. How do you get school, Ali?
- Ali : I go to school on foot. And you
- Ani : my father always take me to school
- Ali : ok Ani. It is time to have a class. Have a nice day
- Ani : thanks you. And have a nice day too

#### Grammatical focus

What time do you get up

Have breakfast

Go to school

How do you go to school?

What do you do in the afternoon?

L

I get up at ...

I go to school by .....

I usually .....

#### C. TENSES

#### 1. <u>SIMPLE PRESENT TENSES</u>

#### PATTERN :

- (+) Subyek + VI+ s/es \*
- (-) Subyek + do/does + not + VI + O
- (?) Do/does + Subyek + VI + O

\*s/es are added in the third-singular-pronoun She, He, It.

#### Example :

- (+) She does the homework every week.
- (-) She doesn't do the homework every week.
- (?) Does she do the homework every week ?

Functions;

a. To show habitual actions.



E.g:

- 1. She always goes to school every day
- 2. They visit their uncle every month
- 3. We usually study English at night
- 4. He often plays chees ay noon
- b. To show general truth.

E.g.:

- 1. The sun rises in the east and sets in the west
- 2. The earth goes round the sun
- 3. A year has twelve months
- 4. The universe in the ruled by god
- c. To show an activity that must be happening in the future while we are talking now. Contoh :
  - 1. He goes to Surabaya tomorrow morning
  - 2. I arrive in Japan on Sunday
  - 3. The plane leaves tomorrow
- d. To replace the function of Present Continous Tense when the certain verbs cannot be used in present continuous tense.

Such as verbs related to mental activity, possession, emotional state, etc.  $\Sigma$ 

E.g. :

I <u>have</u> only dollar right now. He <u>needs</u> a pen right now. I don't <u>remember</u> the girl.

The Simple Present is used in Adverbial of Time (keterangan waktu), Adverbial of Place (keterangan wqaktu) dan Adverbial of Frequency (keterangan perulangan).

Examples:			
Always : selalu	at night	:pada malam hari	
Usually : biasanya	on Sunday	: di hari Minggu	
Often : sering		(setiap hari Minggu)	
Never : tidak pernah	Twice a week	: dua kali seminggu	
Ever : pernah	Thrice a week	: three times a week	
Seldom : jarang	generally	: umumnya	
Every week : setiap minggu			
Every month : setiap bulan			
Every year : setiap tahun			
When the subject in the singular-third- person he, she, it) then the requremnets will be as follows:			

Verbs that end -ss, -sh, -ch, -x dan -o should be added *es*, while beyond that rules should be added *s*.
 E.g. :

	L.S	
	I kiss my baby	He kisses little brother
	They box these pencils	She boxes these pencils
	You watch television	Rani watches television
2.	Verbs end with Y preceded by co	onsonants should be changed into <i>i</i> then followed by <i>es</i> .
	E.g. :	

	I carry a big bag	She carries a big bag
	They fly a kite	He flies a kite
	We study English	Jack studies English
	You hurry to go to office	She hurries to go to office
3.	Verbs end with Y preceded by vo	ocals should be followed by <i>s</i> .

E.g.:

I play this game	Anis plays this game
We say "Get Out"	She says "Take care of your self"

#### 2. PRESENT CONTINOUS TENSE

#### PATTERN :

(+) S + to be (is, am, are) + V ing + O

(-) S + to be (is, am, are) + not + V ing + O

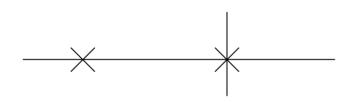
(?) To be + S + V ing + O + ?

#### Example :

- 1. I am studying the Chemistry now
- 2. It is raining hard
- 3. Is Jack watching the television at present?
- 4. They aren't reading a newspaper

#### Functions:

a. To show an activity that is happening now.



e.g. :

- 1. She is writing a letter now
- 2. They are playing card at present
- b. Used after imperative sentence.

e.g. :

- 1. Look! It is raining outside.
- 2. Listen! The baby is crying.

Time signals used:		
This evening	now	
Tonight	this afternoon	etc.
Today	right now	
At present	-	

#### **Exercises:**

#### Put in the brackets into simple present or present continuous!

- 1. Cuckoos (not build) nests. They (use) the nests of other birds
- 2. You can't see Tom now; he (have) a bath
- 3. He usually (drink) coffee but today he (drink) tea
- 4. What she (do) in the evening?
- 5. I won't go out now as it (rain) and I (not have) an umbrella
- 6. He usually (speak) so quickly that I (not understand) him
- 7. Please be quite! I (try) to concentrate

- 8. Excuse me, I (look) for a phone box. Is there one near here?
- 9. Listen to those people! What language (they speak)?

10. I want to lose weight. I (not eat) anything today

### Read this conversation below between Brian and Steve. Put each verb into the correct form!

Brian and Steve meet at restaurant

Brian : hello, Steve I haven't seen you for ages. What (you, do)....?

Steve : company (train) .....me to be a shop manager

Brian : really/ (you, enjoy) .....it?

- Steve : yes it's quite interesting. How about you?
- Brian : I (not, do).....at the moment. But I always (help) my parents in our field
- Steve : it (sound) very nice

#### a. <u>SIMPLE PAST</u>

PATTERN :

(+) S + V2 + O

(-) S + did + not + V1 + O

(?) Did + S + V1 + O

Examples:

- 1. I went to the campus with her yesterday
- 2. Ina did not accompany him last night
- 3. Did he smoke a cigarette an hour ago ?

Functions:

a. To show an activity happened in the past.



E.g.:

- 1. Last week I went to a theatre
- 2. My mother got up very late last Sunday
- b. To show habitual actions happened in the past.
  - E.g.:
- 1. I always visited my uncle in Surabaya when he was still alive
- 2. When I was young I usually played this game
- 3. I used to call you my girl

Time signals used:	
Yesterday	kemarin
Last	yang lalu
Last week	minggu lalu
ago	yang lalu
2 days ago	2 hai yang lalu
Every day last summer	setiap hari dimusim panas yang lalu

**Exercises:** 

#### Put the following sentences into simple past tense. Use the verbs in parentheses!

1. I never .....(ask) them to leave this house last week.

- 2. He was in hurry because he .....(want) to take the first train.
- 3. They ....(use) this room to discuss their plans last night.
- 4. Mr. Big .....(return) from England last week.
- 5. They .....(finish) work at 5.50 yesterday afternoon.
- 6. I .... Use to) go to school on foot when I was in elementary school.
- 7. I was watering the flower when my father ......come)
- 8. We .....have to) finish the homework last summer.

#### b. <u>PAST CONTINOUS TENSE</u>

#### PATTERN :

- (+) S + was/were + Ving + O
- (-) S + was/were + not + Ving + O
- (?) Was/were + S + Ving + O

#### E.g. :

- 1. My mother was cooking rice in the kitchen
- 2. Your sister wasn't washing her dress
- 3. Were they having lunch with their family ?

#### **Functios:**

a. To show tan activity that was happening in the past.

E.g. :

Yesterday afternoon I was reading a magazine with my sister at veranda of my house

b. To show activity that was happening when another activity happned in the past.



#### E.g. :

- 1. When the teacher came the boys were playing chess
- II I I 2. We were sleeping when she visited us
- 3. While I was looking for my bag, the in keeper came in

#### Time signals used:

As	While	when
----	-------	------

#### Exercises

#### Fill the blank sentence with correct one by using the verb in the bracket!

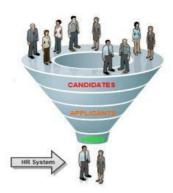
1. I (*have, almost*)\_\_\_\_\_\_a car accident last night. I (*drive*)

- down A.Yani Street, when suddenly I (*see*) a car in my line. It (*come*) \_\_\_\_\_ right at my car. I (*step*) \_\_\_\_\_ on the brakes and (*swerve*) \_\_\_\_\_ to the right. The other car (*miss\_just*) \_\_\_\_\_ to the
- right. The other car (*miss, just*) \_\_\_\_\_\_ my car about an inch.
  2. Ten years ago, the government (*decide*) \_\_\_\_\_\_ to begin a food program. At that time, many people in the rural areas of the country (*starve*) \_\_\_\_\_\_ due to several years of drought.

Sundanese. It sounded like the United tribes. Some of the students, however, (*sit, just*) \_\_\_\_\_\_ quietly by themselves. I (*choose*) \_\_\_\_\_\_ an empty seat in the last row and (*sit*) \_\_\_\_\_\_ down. In a few minutes, the teacher (*walk*) \_\_\_\_\_\_ into the room and all the multilingual conversation (*stop*)

4.	A: ( <i>Hear</i> , <i>you</i> )	what she just said?	
	B: No, I (listen, not)	I (think)	about
	something else.		

something else.
5. A: Why weren't you at the meeting?
B: I (*wait*) \_\_\_\_\_\_ for an overseas call from my family.



## UNIT 3 RECRUITMENT

#### **B.** Warming Up

# 1. READ THE FOLLOWING STATEMENTS ABOUT PREPARING A RESUME AND WRITE WHETHER YOU AGREE OR DISAGREE WITH EACH ONE. THEN NUMBER THEM IN THE BEST ORDER.

- a) Always give a current address and phone number.
- b) tell your friends as references.
- c) Tell your age and marital status.
- d) resume all employment experiences.
- e) Takes reference of personal references.
- f) Include a brief outline of your interest and hobbies
- g) outline name and current address, email address, and telephone numbers.
- h) Outline educational background
- i) Write down training and courses that you have joined in.
- 2. Complete the text using words or phrases from the box.

Curriculum vitae (CV) / résumé	interview	
Application form	psychometric	
Probationary period	covering letter	

These days many applicants submit their \_\_\_\_\_\_\_1 speculatively to companies they would like to work for. In other words, they do not apply for an advertised job but hope the employer will be interested enough to keep their CV on file and contact them when they have a vacancy. When replying to an advertisement, candidates often fill in a / an \_\_\_\_\_\_2 and write a / an \_\_\_\_\_\_3. The employer will then invite the best candidates to attend a / an \_\_\_\_\_\_4. Sometimes candidates will take a / an \_\_\_\_\_\_5 before the interview assess their mental ability and reasoning skills. These days it is normal for successful candidates to have a / an \_\_\_\_\_\_6 in a company. This is usually three or six months; after that they are offered a permanent post.

#### C. COULD YOU TELL ME THE WAY

#### Dialogue

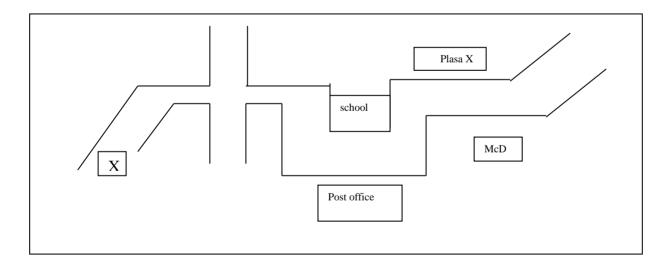
- Man : Excuse me, how do I get to the ECC, please?
- You : English Conversation Club?
- Man : yes, that's right. I want to register as student in this club
- You : from Plaza Tunjungan you turn right. Turn right in the second turning. You will find post office in the corner. Go straight on. It's about 200 metres.
- Man : thanks a lot.
- You : excuse me. Can I get to the Central Department Store this way?
- Man : ah ...... Yes. Turn right, then take the second turning on your left.
- You : is it far?
- Man : it is about 15 minutes walk, that's all
- You : and do you know where the National Bank is?
- Man : yes it is on this street. Keep walking for two blocks and it is on the corner, on the right
- You : thanks you very much
- Man : you're welcome

Grammatical focus

Ask the direction How do I get to bus station? ACC? Do you know where the nearest bank is? The post office Is it far?

Near from Plasa Marina?

#### Your position is in mark X, describe how to get to some places in the map below!



#### D. <u>TENSES</u>

#### 1. PRESENT PERFECT TENSE

#### PATTERN :

(+) S + has/have + V3 + O(-) S + has/have + not + V3 + O

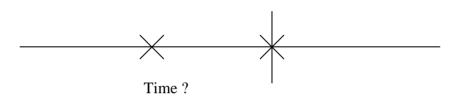
(?) Has/have + S + V3 + O

#### E.g. :

- 1. I have washed my hair
- 2. My mother hasn't gone to the market and now she is at home
- 3. Have they lost the key of their car?

#### **Functions:**

a. To show an activity that has happened in certain time. The activity is still relating or happening in the present events.



#### E.g.:

- 1. James has gone to Canada (= he is in Canada or on this way there now)
- 2. I have forgoten your name (= I can't remember your name now)
- b. To show an activity that has just or already finished. It is marked by time signals *just* or *already*. E.g.:
  - x : Would you like something to eat ?
  - y : No, thank, I have just had lunch or I have already had lunch

#### Time signals used:

: sampai sekarang	lately : akhir-akhir ini
: sampai sekarang	notyet: belum
: baru saja	never : tidak pernah
: sudah	for : selama
: sejak	
: baru-baru ini	
	: sampai sekarang : baru saja : sudah : sejak

#### 2. PRESENT PERFECT CONTINOUS TENSES

#### PATTERN :

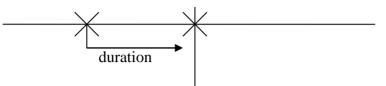
- (+) S + have/has + been + Ving + O
- (-) S + have/has + not + been + Ving + O
- (?) Have/has + S + been + Ving + O

#### Example :

- 1. I have been studying English for a year
- 2. Sha has not been living in Solo since 1991
- 3. Have you been meeting her since six o'clock?

The fuctions:

b. To show an activity that has been happening in certain time. The activity is still relating or happening in the present events.



E.g.:

- 1. I have been staying at Singapura for three months
- 2. You have been learning English for six months
- b. Time signals usually used: how long, since, dan for

#### E.g.:

- 1. How long have you been waitingfor me, here?
- 2. I have been waiting for you for two hours.
- 3. She has been playing tennis since she was eight

#### Time signals:

For	Selama
Since	sejak
The whole day	sepanjang hari
All morning	sepanjang pagi
For over	selama

#### Exercises;

#### Put present perfect or present perfect continuous!

- 1. I (not, attend)..... any parties since I come here
- 2. I (know)...... Adam for ten years
- 3. I am tired. Because I (run) .....
- 4. How many class (you, miss) ....since the beginning of the semester?
- 5. So far this week, I (have).....two tests and a quiz
- 6. How many tests (she, take) since the beginning of this semester?
- 7. Since classes began, I (have, not) ......mush free time. I (have) .....several big tests to study for.
- 8. I am still taking a bath now. I (take).....a bath for almost 1.5 hours
- 9. (Be, you) .....able to reach Bob on the phone yet?
- 10. how long (be, you) .....at the university

#### **E. WHICH DO YOU PREFER?**

#### Conversation1

- Roger : are you doing anything tomorrow night?
- Julie : no, nothing. Why
- Roger : there will be music concert of Peterpan. Will you enjoy it?
- Julie : I'm sorry. I dislike Peterpan.
- Roger : which do you prefer? Dangdut or pop?
- Julie : I prefer dangdut to pop. And what about you?
- Roger : I prefer pop to dangdut. Where will you go anyway?
- Julie : I will go to the supermarket.
- Roger : well Julie. Thank you and have a nice day
- Julie : same on you Roger.

#### Conversation 2

- : what do you prefer living in a boarding house to own house Joko
- : I prefer living in my house to boarding house Ani
- : why do you choose living in your house? Joko
- : because I don't have to wash my dress by myself. I can have my own room, television etc. Ani

#### **Grammatical focus** Asking about likes

Do you like dangdut or pop? Do you enjoy sinetron programme? Rock music is pleasant isn't it? I'm keen on it

I prefer pop to dangdut Yes, I do very much It's very enjoyable

Response

I'm sorry I dislike it No. I am not keen on it No I think it is awful

#### Pair up and practice

- a. talk with your partner about television and the programs you watch.
- b. ask them how she/he feels it

#### **Types of programme**

Films			
cowboy	romantic	japane	ese
sinetron	comedies	hongk	ong
horror	documentary	French	h
Music	-		
dangdut	rock	classical	folk
campur Sari	pop	jazz	country and western
Food			
Rujak Cingur	soto	rawon	
Meatball	pecel	krengsengan	
<b>Leisure Activities</b> Watching TV	cookir	ng and making	clothes

Watching TV	cooking and making clothes
Going to the cinema	playing sport
Listening to the radio	visiting art galleries

Make group and conversation with the other by using like and dislike

#### Living In A Flat

Have to do your own washing Have to do your own cooking Have to do the house work Have to buy household supplies Can have a single room Can come and go when you wish Can have visitors when you wish

#### Living In A Hostel

have to share a room have to obey the hostel room have to eat in the canteen can meet many other students can have a TV in Living room

#### F. PREFERENCE

Preference shows choice that someone likes one thing more than the other.

#### Some patterns in preference:

- Prefer

Prefer +noun + to + noun Prefer +Ving + to +Ving

Examples: David prefers listening to the radio to watching TV We prefer tea to coffee

- Like

*Like* +noun+ *better than* +Noun *Like* +Ving +*better than* + Ving

Examples :

Children like fried-rice better than some bread for breakfast I like swimming better than staying at home

- Would Rather

Would rather + V1 + than + V1

Example:

I would rather watch TV than listen to the radio

- Would Prefer

Would prefer + (to) V1 + rather than+ (to) V1

Example :

I would prefer to study rather than see the movie

#### Choose the best answer from the options below!

- 1. The lazy students prefers .....
  - a. sleep than study
  - b. sleeping than studying
  - c. to sleep rather than study
  - d. sleeping to studying
  - e. sleeping better than studying
- 2. I would rather .....
  - a. hot milk than iced-tea
  - b. having hot milk to iced-tea
  - c. have hot milk than iced-tea
  - d. to have hot milk better than iced-tea

- e. to have hot milk rather than iced-tea
- 3. The old man would prefer .....vegetables rather than flowers
  - a. to grow
  - b. growing
  - c. grows
  - d. grow
  - e. grew
- 4. Mr. Eddi prefers .....to.....
  - a. swim-cycle
  - b. to swimming-cycling
  - c. to swim-cycle
  - d. swimming-cycling
  - e. swims-cycles
- 5. We would rather ..... than .....
  - a. study play
  - b. studying playing
  - c. to study play

  - d. studying play e. to studying to playing



## UNIT 4 PART TIME JOB

Cedric is a 16-year-old junior high school. He is very interested in cars. He just loves 1966 Ford Mustangs, and he wants to buy one and fix it up. His parents do not money, so he decides to get a job after school. He sees in the newspaper that a local-car parts store is looking for a stock boy. He goes to the interview and gets the job. So he works from

Monday to Saturday after school. He has a lot of money now but his school has taken a back seat.

Discuss the below question

- 1. what do you think of Cedric choice?
- 2. is it ok for the students getting work?
- 3. what is your action if you are cedric's parents?

Interview the other students and ask the questionnaire below.

Education survey

Cir	Circle A(AGREE) or D (DISAGREE) for the following statements			
А	D	1. is it ok for young people with part-time job		
Α	D	2. if a person has a lot money education is not so important		
Α	D	3. it is a good Idea to let the students work while they are in junior high school		
Α	D	4. is it ok to let the students wile they are in the university		
Α	D	5. parents are responsible for their children future		
Α	D	6. it is important to use a second language in the school		
Α	D	7. schools and university should be free		
Α	D	8. the best way to study is study in a group		

#### A. CONJUNCTION

•
ir

Because = as = since = for Because of = due to Although = even though = though Despite = in spite of Nevertheless = however = all the same Consequently = as a result In the meantime = meanwhile In order that = so that Hence = therefore Accordingly Otherwise Incase	<ul> <li>karena (di ikuti oleh kalimat)</li> <li>karena (di ikuti oleh frase)</li> <li>meskipun (di ikuti oleh kalimat)</li> <li>meskipun (di ikuti oleh frase)</li> <li>namun demikian</li> <li>akibatnya</li> <li>sementara itu</li> <li>agar supaya</li> <li>oleh karena itu</li> <li>karena itu</li> <li>jika tidak</li> <li>kalau-kalau</li> </ul>
Otherwise	= jika tidak
Incase Namely	= kalau-kalau = yaitu
So +Adjective+ that Adverb	= begitu sehingga
Such + adjective + noun + that	= sehingga

### Exercise

Choose the best answer from the multiple choices below!

choose the best answer from the multiple choices below:						
1his good performance, he is always nervous in doing something						
a. unless	b. altho	ough	c. instead of			
d. even though	e. desp					
2. Mr. Sapto has a good position in his companyhe has a good salary						
a. therefore	b. altho	ough	c. but			
d. otherwise	e. wher	1				
3. My mother was ver	ry angry I came	late	she listen carefully my explanation			
a. since	b. so		c. because			
d. however	e. as so	on as				
4she likes	s him very much	ı, she always	pretends to ignore him			
a. since	b. beca	use	c. whereas			
d. even though	e. howe	ever				
5. The murder suspec		-	he truth;they were afraid			
a. so	b. neve	rtheless	c. otherwise			
d. moreover	e. there	fore				
6. my uncle doesn't e	arn much;	he can se	nd his children to college			
a. and	b. so	c. ho	wever			
d. hence	e. there					
7I can driv		•	drive me to city			
a. since	b. when	n c. wh	nether			
d. because	e. altho	0				
8. I told Tommy to ta		uslyh	ne would fail			
a. for	b. so	c. and	d			
d. or	e. but					
9. A lunar eclipse occursthe earth passes between the sun and the moon, causing the						
moon to become da						
a. after		though c.	so that			
d. in order that	e. when					
10. Come at 7 tomorr			without you			
a. and	b. but	c. therefore				
d. or	e. so					

#### Exercise 2

Complete the following sentences by using your own words!

- 1. I had a cold but I..... anyway
- 2. Although I didn't study I .....
- 3. I didn't pass the test because .....
- 4. I studied; however .....
- 5. If I study for the test I .....
- 6. Even if I study .....
- 7. I have to study so that .....
- 8. I will have a test tomorrow, hence .....
- 9. I ride my motor fast; consequently .....
- 10. I was studying in my room; in the meantime my sister .....

#### **PROBLEM SOLVING**

#### STRANDED IN THE DESERT

When you were making an adventure with your friends, you stranded in a desert. You did not know the way to go home. There were no telephone and hand phone. You calculate that you have driven about one hour and fifteen minutes at an average speed of eighty kilometers per hour. You really did not where you must step. Luckily there was some equipment left by your friends.

Because you were just alone you just could take five-equipment provided. Imagine tat in the jungle there are a lot of danger like wild animal. So you must pick appropriate equipment. The equipment is in the below:

eggs of matches id-kit	<ul> <li>canned food</li> <li>camping stove</li> <li>flare gun</li> <li>compass</li> <li>fresh fruit</li> </ul>	<ul> <li>can of gas</li> <li>large knife</li> <li>gun</li> <li>flash light</li> <li>torch</li> </ul>
repellent	1	<ul> <li>beach umbrella</li> <li>sun screen lotion</li> </ul>
	f toilet paper eggs of matches id-kit ng bag repellent	eggs- camping stoveof matches- flare gun.id-kit- compassng bag- fresh fruit- can opener

Words	Meaning	Meaning
	English	Indonesia
Stranded	Left in an area with no way	Tersesat/terdampar di suatu
	out	tempat
Desert	Large, hot, and open area	Padang pasir
	without waters or tress	
Camper	Cars, trucks. etc. traveling on	Kendaraan untuk bepergian
	road	
To break down	Stop working, in need of	Rusak, , macet, tidak berfungsi
	repair	
Traffic	Van or truck equipped for	
	sleeping	
Solution	Answer the problem	Solusi
(to) calculate	Estimate to find out by	Mengkalkulasi, menghitung
	working with numbers	
Intense	High in degree, as heat	Panas
Mess kit	Utensil for cooking and eating	Perlengkapan masak untuk
	in a small pack	acara piknik dsb.
Powdered milk	Dried milk to which water is	Susu bubuk
	added for drinking	
Canteen	Special container to keep	Tempat menyimpan barang
	liquids hot or cold	panas atau dingin

Flare	Device for making fro making	Bahan dibuat untuk membuat
	a flaming light, used as a	kembang api
	signal at night	
Firs-aid-kit	Small box containing	Kotak P3K
	emergency medical items	
Insect repellent	Chemical used to keep insect	Penolak serangga
	away	
Flare gun	Instrument to shoot a flare	Alat untuk menembakkan
	into the air	kembang api
Flashlight	Battery-powered light	Senter
Thermos	Meal container for water	Termos
Compass	Instrument for finding	Kompas
	direction	
Equipment	Utensils, tools needed for a	Perlengkapan atau peralatan
	purpose	dugunakan untuk tujuan tertentu
Sun screen lotion	Liquid to protect the skin	Losion untuk merawat kulit dari
	from the sun	sinar matahari

#### **Class activities**

I. Discussion

- 1. Divide class in to some groups
- 2. ask a group to represent their choices the others can make question, rebuttal, objection or suggestion
  - > calculate the distance and approximate amount of time needed to walk that distance
  - Because of the limitations of space and weight, you can carry only five items
  - Alternative than walking back

#### 3. Review the vocabulary

Memorize the vocabularies and tell your friend

#### D. <u>RELATIVE PRONOUNS</u>

Relative Pronouns are combination of two sentences that have the same person or thing.

Examples:

- 1. Della is my sister
- 2. She comes from Surabaya
- 3. Della who comes from Surabaya is my sister

Kata yang lainnya adalah which, whom, whose, that, and what

#### a. Who = S (people)

**The boys** always calls you **He** is my friend The boy who is my friend always calls you

#### **b.** Which = S/O (thing)

**The flower** is a rose I planted **it** yesterday

I am looking for **my book** It was put on the table

The flower which I planted yesterday is a rose I am looking for my book which was put on the table

#### c. That = yang

- To describe people, animal, or thing. It is used to replace who, whom, or which but not whose
- 1. The song that she sang last night is Dangdut
- 2. This is the book that I bought in London

#### d. Whom = O (people)

She is **a woman** I like **her** very much She is a woman whom I like very much

#### e. Whose = possessive

The man is my uncle His wife died yesterday The man whose wife died yesterday is my uncle

Tips:

#### Smart formula:

Person (orang)	tobe, verb, modal	: who
Person (orang)	pronoun (kata ganti)	: whom
Thing (benda)	tobe, verb, modal	: which
Thing (benda)	pronoun (kata ganti)	: which
Person (orang)	noun <i>or</i> thing	: whose
Place (tempat)	Pronoun	: where
Time (waktu)	.pronoun	: when

#### E.g.:

1.	Mr. Rini	<b>uteaches</b> English is my neighbor				
	a. who	b. where	c. whom	d. which	e. whose	
	(person	verb,	the correct answer	is <b>a. who</b> )		

2. I am looking	for <b>my book</b>	<b>I</b> left	yesterday	
a. who	b. where	c. whom	d. which	e. whose
(thing	pronoun, the c	correct answer	is <b>d. which</b> )	

#### Execption

For *whom dan which* as replacing of object should be checked whether thre is preposition or not. Preposition: *in, on, at, with, without, to etc.*.

1. This is **Mr. Anton** ......**I** always discuss my problem a. whom b. who c. with whom d. whose e. which (person .....pronoun, it supposes to be *whom*, but there are 2 whom)

Way 1: the sentences are divided into two:

- 1. This is **Mr Anton**
- I always discuss my problem with him Mr. Anton and him is same then *him* is replaced by *whom* Therefore: *this is Mr. Anton with whom I discuss my problem*

Way 2: take sentence after the blank sentence

*I always discuss my problem ......Mr. Anton(whom)* (After my problem needs preposition or not) (Therefore the correct answer is *c. with whom*)

#### Using quantity in adjective clause

#### Examples:

- There are 20 students in my class Most of *them* are from the Far East There are 20 students in my class, most of *whom* are from the Far East
- He gave several reasons
   Only a few of *them* were valid
   He gave several reasons, only a few of *which* were valid
- The teachers discussed Jim
   One of *his* problems was poor study habit
   The teachers discussed Jim, one of *whose* problems was poor study habit

#### **Exercises:**

#### Change into adjective clauses!

- 1. The girl is happy. She won the race
- 2. The students are from China. They sit in the front row
- 3. I liked the woman. we met her at the party last night
- 4. The people are very nice. We visited them yesterday
- 5. I apologized to the woman. I spilled her coffee
- 6. I met my old friend. His parents passed a way
- 7. I am looking for my book. I put it on the table
- 8. I will never forget the year. we get married that year
- 9. The building is very big and large. We work in there
- 10. Monday is the day. We will come then

#### Exercises 2

Choose the best answer from the options below!

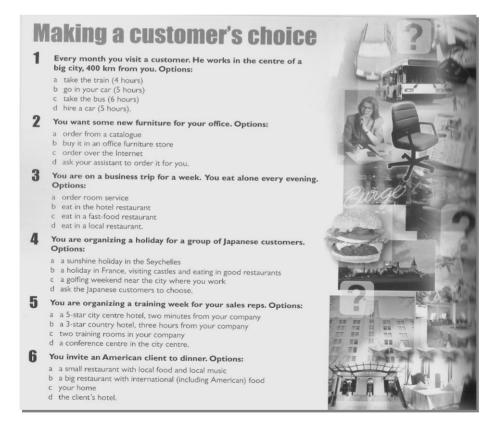
1. I have just	1. I have just been introduced to the ladylives Next door.				
a. who	b. whom	c. which	d. whose	e. where	
2. The father	· health hasn'	t been so good	lately is in hosp	bital now.	
a. who	b. whom c. wh	ich d. wh	ose e. of v	vhich	
3. This is Mr	Sarminto	I told you			
a. who	b. about whom	c. whom d.	whose e. to v	vhich	
4. The victim	s of the flood	we have collect	ed money and	clothes are now in barracks outside	
the town					
a. which	b. whose	c. for whom	d. of which	e. who	
5. This is the	lady I discuss	ed my problem			
a. who	b. with whom	c. with her	d. with that	e. whom	
6. Teenager o	lelinquency, I	People are now	complaining, h	as become a popular topic discussed	
among ps	ychologist.				
a. whom	that b. in which	c. about whic	h d. which	e.who	
7. The studer	ts are collecting mone	y, food and clo	thes for the peo	ple houses were destroyed	
in the fire	yesterday.				
a. whose	b. to which	c. whom	d. for which	e. who	
8. This is a h	ouse I was	born			
a. who	b. which	c. where	d. whom	e whose	

- 9. I've met the boy ...... You have borrowed
  - a. from whom the bicycle b. which bicycle c. the bicycle which
  - d. the bicycle of which e. whose bicycle
- 10. The books, .....are story book, belong to my mother
  - a. which b. most of which c. most of them
  - d. which of most e. to which



## UNIT 5 COSTUMER SATISFACTION

- A. Warming Up
  - 1. What makes the difference between good and bad customer service?
  - 2. Have you ever experienced in bad and good customer services? What are they? Mention how to solve them!
  - 3. What should the customer services do to satisfy the customer?
  - 4. Answer the questionnaire. Then discuss your answer with your partner.



## Customer service and the Internet

#### TO BUY OR NOT TO BUY ONLINE?

A lot of people think that internet security is the main reason for not buying online. In fact, what stops most people from buying immediately is the desire to compare prices with other websites and problems with Internet connections. There are the results of a survey conducted by *The Times* with Kana, which makes customer service software for business.

#### PROBLEMS WITH ONLINE SHOPPING

59% percent of shoppers said they had to use a phone to complete a purchase. Almost a half said that the Internet site didn't have their personal details every time the revisited a site. This made ordering much slower. Three-fifths of shoppers said in the future they would stop buying online after a bad service experience. A high number of respondents – one third – said they had 'particularly bad customer service online'.

#### THE TOP SITES

The most popular online products were books, CDs, and videos (77%), followed by software and computers (56%). Travel came third, with a 47% vote. Grocery sales were at the bottom, with a 20% vote probably because supermarkets don't offer a very good delivery service at the moment.

- 2) Underline the correct word in italic to complete these statements about the text.
  - (1) Computers and software have higher/lower sales than groceries.
  - (2) CDs and videos are more/less popular than travel.
  - (3) Groceries have the highest/the lowest sales of the products.
  - (4) The two least/most important reasons for not buying online were the desire to compare prices and connection problems.
  - (5) CDs and video are the best/worst selling products online.
  - (6) Nearly 50% of the people had to spend less/more time giving their personal details again.
  - (7) Fewer/More than 50% of customers had to use a phone to complete an order.

#### PROBLEM SOLVING

You missed in an island with your four friends. They are a fisherman, beautiful girl, little boy, and old people. There was a bad condition on you. You were chased by wild animals in the jungle. Your best solution is a cross the sea. However there was only a small boat that could only load three people.

Discussion:

- 1. Which one will you leave?
- 2. what is your opinion if you leave
  - a. fisherman
  - b. beautiful girl
  - c. little boy
  - d. old people
  - e. you

#### **B.** CAUSATIVE FORM

*Causative verbs* : a sentence used to ask someone else to do something or the thing done. Causative verbs : *Have, Get, Make, Ask, Help*, etc

#### 1. The from of causative in active form

A. Active Causative

Examples:

I will have my brother fix my motor tomorrow Ani got her friend take her book

B. Passive Causative

I will have my motor fixed Ani got her book taken

#### 1. WANT

Pattern :

S + want + pronoun + verb past participle

Examples:

- I want this chair painted Saya mengizinkan kursi ini dicat
- She wants his typewriter returned to its place Dia (pr) minta mesin ketik ini dikembalikan ke tempatnya
- He wanted this document signed yesterday Dia mengizinkan dokumen ini ditandan tangani besok

#### **Exercises:**

#### Complete the following blank sentence with the correct verbs!

- 1. The doctor made the patient .....in bed (stay)
- 2. Mrs. Crane had her house .....(paint)
- 3. The teacher had the class .....a 2000-word research paper. (write)
- 4. I got my son .....his dirty clothes. (wash)
- 5. I went to the bank to have a check ...... (cash)
- 6. I asked Mary .....me some money (lend)
- 7. I need to get my breakfast .....(prepare)

- 8. I got my friend .....that letter for me. (translate)
- 9. we had a professional photographer ......pictures of my family (take)

#### 10. Peeling onions always makes me .....(cry) **Exercise 2** Choose the best answer from the options below! 1. My little brother had scattered all his toys on my bed, so I had him ..... to bed before night fell d. Be clearing e. To be cleared a. clear b. To clear c. Clearing 2. 'I fixed the light in the bathroom yesterday, but it went out again today'. 'why don't you have an electrician ......it". a. checking b. Checked c. Check d. To check e. To be checked 3. 'This cake is delicious, is it home-made? 'You know it isn't ..... a. I baked it myself b. Lucy asked me to bake it c. It was I who baked it d. I had Lucy bake it e. I had to bake it 4. We are going on a long trip, so we must ..... a. have checked the car b. Have had the car checked c. To have the car checked d. have the car checked e. Had the car checked it 5. The school master had the students .....their lessons before the exam a. to review b. Review c. Reviewed e. Be reviewed d. Reviewing 6. 'This English text on Biology is too difficult for me te read'. 'Well, you'd better .....'. a. translate it b. Have it translated c. Have to translate it d. Have translated it e. To translate it 7. 'Your bedroom looks very messy'. 'You're right, actually, I .....by a professional a. had cleaned it b. Had it cleaning c. Had it cleaned d. Had been cleaned e. Has cleaned 8. Because she is ill, she wants .....into her room a. to have her breakfast brought b. To have brought her breakfast c. She brings her breakfast d. she has brought her breakfast e. Having her breakfast brought 9. If you don't get out of my house, I'll have you ..... a. arrest b. arresting c. to be arrest d. arrested e. to be arrested 10. 'why does the secretary have to work overtime?'. 'her boss .....the letter a. has retyped b. Has been retyping c. Has her retyped d. Has to retype e. Wants to retype

## UNIT 6 THE IDEAL SECRETARY

### A. Warming Up

- 1. What are the criteria of good and bad secretary? Lists your answer!
- Do you think secretary should be always women? Why or why not?
   What is your consideration to choose a good secretary?

#### **B.** Discussion

Discuss the following news with your group!

No	Words	Meaning
1	Ideal	best or perfect
2	Executive	top manager of a business
3	Effective	producing a good result/able to do a job well
4	(to) take dictation	write down the spoken words of another person
5	(to) screen correspondence	separate important from unimportant mail
6	Appointment	schedule of meeting dates and times
7	Filing	putting information in order
8	public relations firm	Company that tries trough radio, TV, newspapers,
	-	magazines, etcto gain favorable publicity for a costumer
9	Shorthand	Method of writing rapidly what someone is saying
10	w.p.m.	Numbers of words per minute, as in typing or shorthand
11	Calculator	Office machine that works with numbers automatically
12	Dictating machine	Office machine to record material to be typed later
13	Well groomed	Neat in personal appearance
14	Makeup	Cosmetics, color preparation fro the skin
15	Moody	Changing often in state of mind, as from happy to sad
16	Liberated	Free from traditional ideas about the "proper" roles of men
		and women
17	Cluttered desk	A desk with many papers, disorganized
18	Messy	Dirty, disorganized, not neat
19	(she) always catches the	The man always looks
	eye of men	
20	Candidate	Person being considered for a job
21	Qualified	Having the necessary skills and training
22	Making excuses	Giving true and untrue reasons that something cannot be done

#### Make in a pair

Skills	CATHY	DODOY	VIONA	GREECE
Typing	60 wpm	80 wpm	90 wpm	50 wpm
Shorthand	120 wpm	120 wpm	80 wpm	80 wpm
Other skills	Operates: - calculator	Operates: - calculator	Operates: - calculator	Operates: - calculator
	<ul> <li>electric typewriter</li> <li>dictating machine</li> <li>ms office</li> </ul>			
Languages	English	English and French	English and Spanish	English, Spanish, and French
Appearance	Neatly and simply dressed	Well-dressed Well-groomed	Well-groomed Natural with no	Sexy, wears a lot of makeup

			make up	
Manner	<ul> <li>business like telephone manner</li> <li>liberated and independent</li> <li>desk always clean, keeps nothing on it</li> </ul>	<ul> <li>pleasant telephone voice</li> <li>make a lot of personal telephone calls</li> <li>desk always spotless</li> </ul>	<ul> <li>Helpful telephone manner but high voice</li> <li>Moody</li> <li>Cluttered desk</li> </ul>	<ul> <li>warm and helpful telephone manner</li> <li>spends a lot of time talking to other workers</li> <li>desk not very neat</li> </ul>
Comments	Doesn't always get along with co- workers	Doesn't know many of his co- workers but always polite	Has some difficulties with female co- workers	Always catches the eye of the men in the office
Age	24	29	41	32
Marital status	Single	Married; two	Divorced, one	single
status		children	child	

For executives, it is very important to choose a good secretary. An effective secretary helps executives to do their work well. All executive expect a secretary to type well, to take dictation, to screen the daily correspondence, to keep an appointment calendar, to maintain a good filing system, and to do various others related duties.

Mr. Hendarto is an executive in an international public relations firm, and he needs to hire a new secretary. The secretary must have the following qualifications:

- Good typing and shorthand skills
- Pleasant manner with people
- Knowledge of other languages helpful
- 1. Which candidate do you think is the best qualified for the job?
- 2. What candidate would you hire if you were Mr. Hendarto?

#### C. GERUND

Gerund : verb modified into noun by adding –Ving is called Gerund.

#### A. The uses of gerund

- 1. as a subject
  - Examples:
    - Diving is one of his favourite sports
    - Crossing the desert is very tiresome
    - Running is very good for our health
- 2. as an object

Examples:

- He loves hunting
- She doesn't like smoking
- They finish working

Note : Gerund as an object is gerund used after verbs.

- 3. Gerund as complement (pelengkap kalimat pokok)
  - On of this worst habits is telling lies
  - Her hobby is painting
  - My favourite past time is singging
- 4. Gerund as noun compound/modifier (kalimat majemuk) than means tool or place.

- I find a diving board
- She takes a drawing pen

#### Examples:

- swimming pool
- meeting room
- meeting hold
- shooping centre
- swimming suit

- sewing machine - reading book

- dining room

- living room

- parking area

- walking stick

- etc
- 5. Gerund is used to show prohibition or warning
  - No parking : dilarang parkir
  - No smoking : dilarang merokok
  - No hunting : dilarang berburu
  - No climbing : dilarang naik
  - No loitering : dilarang mondar-mandir
- 6. Gerund is placed after preposition (kata depan)In, at, with, about, of, for, in spit of, instead of, about, by, dsb Contoh:
  - Are you very interested in working for us ?
  - I am not very good at learning languages
  - I'm fed up with studying
  - I bought a new bicycle instead of going a way on holiday
  - Before going out I lock all the windows and doors
  - He goes out without saying anything
- 7. Gerund is used after certain phrases

It's no use	It's no use talking about him
It's no good	It's no good hoping their help
Would you mind	Would you mind carrying this bag
It's worth	This book is worth reading
$S + can't help \dots$	I can't help waiting for him, dsb
can't stand	

- 8. Gerund is used after possessive adjective or possessive noun Examples:
  - I don't mind your living here
  - You can understand his feeling angry
  - My writing is very bad
- 9. gerund is used as "Appositive" (keterangan tambahan) in a sentence Examples:
  - His method, shhoting ang killing, eventually come to an end
  - She has a bad habit, gambling, smoking, stealing, etc
  - His favourite exercise, swimming, diving, ang all make him strong
  - That difficult work, sawing hard wood makes her exhausted

#### Note :

#### A. Some verbs follwed by gerund:

Admit	: mengakui	keep	: continue
Anticipate	: merasakan, mengetahui	mean	: maksud
	lebih dulu	mind	: keberatan
avoid	: menghindari	miss	: rindu

Consider	: mempertimbangkan	postpone	: menunda
Defer	: mengundurkan	prevent	: mencegah
Delay	: menunda	propose	: mengusulkan
Deny	: menghindari	recollect	: mengumpulkan
Defest	: jijik, benci		kembali
Dislike	: tidak suka	remember	: mengingat
Dread	: takut pada	resent	: marah, benci
Enjoy	: menikmati	risk	: resiko
Excape	: melarikan diri	save	: menyimpan
Excuse	: memaafkan	stop	: berhenti
Fancy	: berkhayal	suggest	: menyarankan
Finish	: menyelesaikan	understand	: mengerti
Imagine	: membayangkan		
involve	: terlibat		

Examples:

- He admitted taking the money
- Would you consider selling the property ?
- He detest writing a letter
- She dreads getting dd
- Do you enjoy teaching ?
- Fancy meeting you !
- He didn't want to risk getting wet

The word "mind" followed by gerund can be used in interrogative dan negative sentence

Examples:

- Would you mind waiting a moment ?
- I don't mind his living here

#### Some verbs can be followed by gerund and infinitive namely:

Advice	: menasehati	like	: suka
Agree	: menyetujui	start	: memulai
Allow	: mengizinkan	stop	: berhenti
Begin	: mulai	want	: ingin
Cease	: berhenti/mengakhiri	remember	: mengingat
Continue	: melanjutkan	regret	: menyesal
Forget	: melupakan	need	: mengingat
Hate	: benci		
Intend	: bermaksud		

#### Verbs followed by gerund or to infinitive have different meaning Examples:

	- I regret spending so much money
It means	: spending is the first action ang regret is the second
	- I regret to say that you have failed your exam
It means	: regret is the first action ang to say is the second
	- I intend to sell it (more usual than gerund)/biasa dipakai daripada gerund
	- I intend selling it
	-

Gerund is used after *adjective* + *preposition* 

- accustomed to

- capable of
- afraid of - intent of
- fond of

- interested in
- successful in
- sorry for

#### Examples:

- I am afraid of walking alone in the night
- They are fond of swimming
- We aren't tired of walking
- She is interested in fishing

## Exercises of Gerund and to Infinitive

1 clothes	can often be very time consuming
	b. to be buying c. man buying
d. buying	
•	e,continued until early in the morning
a. to sing and to	
b. they sing and	
c. singing and da	•
d. song and danc	
e. they're singin	
	to another school
a. Mira moves	
b. Mira she is m	5
c. Mira's moving	g
d. Mira move	
e. they moving	11 / 1 * / 1 1 * 1
4. "I am sorry for	you all this trouble."
a. doing	b. making c. causing
0	e. affecting
	because her father didn't approve ofto often
	b. me to see her c. my seeing her
d. that I see her	
	the application form
	b. fill in c. filling in
	e. for filling in
	·you inconvenience"
	b. making c. made
d. to make	e. has making
	his essay he read books on the subject
	b. he has writing c. writing
•	e. he has written
	nmore about your work
a. learn	b. to learn c. learning
d. to learning	e. learned
	duntil I finish typing this letter?
	b. to be waiting c. to wait
d. will wait	
	dto the zoo on Sunday because it is too crowded
a. going	b. go c. to go
	$e_{\rm W}e_{\rm T}\sigma_{\rm O}$
d. to be going	
12. "Do you like Re	ndra?"
12. "Do you like Re "Yes, I'm lookir	ndra?" ng forwardhis play tomorrow."
12. "Do you like Re "Yes, I'm lookir a. seeing	endra?" ng forwardhis play tomorrow." b. to see c. to seeing
12. "Do you like Re "Yes, I'm lookin a. seeing d. see	endra?" ng forwardhis play tomorrow." b. to see c. to seeing e. to be seeing
<ul><li>12. "Do you like Re "Yes, I'm lookir a. seeing d. see</li><li>13. "My niece is not</li></ul>	endra?" ng forwardhis play tomorrow." b. to see c. to seeing e. to be seeing t usedin dormitory
<ul><li>12. "Do you like Re "Yes, I'm lookir a. seeing d. see</li><li>13. "My niece is not</li></ul>	endra?" ng forwardhis play tomorrow." b. to see c. to seeing e. to be seeing t usedin dormitory b. living c. live

14. "What do you object to?"

".....test on Saturday."

b. that I have c. I have

d. when having e. have

#### **Error analysis**

a. having

#### Finds words that are errors in the sentences below!

- 15. According to the latest issue of the journal of American Medical Association, eat fish\_just once a week can reduce the risk of sudden cardiac death in men.
- 16. Despite criticism from political opponents, the new president continue his travel abroad to appeal to foreign countries
- 17. I am looking forward to get a salary raise next month
- 18. The thief denied steal the jewelry although the police forced him to admit it
- 19. My brother, who was not used to share a room with someone else, was quite unhappy when he couldn't have his own room in the dormitory
- 20. We decided to stay at home because Sita wasn't very keen on go out in the rain

#### PRESENT & PAST PARTICIPLE

Present Participle is used as an adjective which is put before or after noun that has active sentence

meaning. The formula can be:

> Ving + Noun Noun + Ving

#### The use of present participle

- A. As verbs of Present Progressive (Continous) Tense Examples:
  - I am having a lunch with my friend
  - She is watching TV now

#### B. As an adjective, used before/after noun.

- I opened the envelope with trembling hand
- At the last we come at small village lying to the north of the river Brantas
- We saw a **running horse**
- He enters into a **missing room**

#### C. After object of certain verbs

The verbs: *Catch, find, leave, go, come, waste, spend, be busy, etc* Examples:

- I catch them stealing my apples (I found them doing this)
- They are going skiing this afternoon
- I leave him talking to Bob
- He doesn't spend much time preparing his lesson

#### After object of certain verbs related to sense

The verbs: See, hear, feel, smeel, listen to, notice, watch, etc

#### Examples:

- I see him passing my house every day
- Didn't you hear to clock striking ?
- I felt the car skidding
- She smelt something burning and saw smoke rising
- They listen to our discussing in the meeting room
- My sister notice the picture hunging at the wall

Note : *notice, listen to, watch, feel,* can be followed O + bare infinitive, but they are often used in present participle

Examples:

- I saw him leave the house
- I heard him make arrangement for his journey

#### D. Used as adverbial clause to replace "because/as/since + S

Examples:

- Knowing that he wouldn't be able to buy food on his journey, he took large supplies eith him
- Faering that the police would recoquise him, he never went out in day light
- Being a student, he was naturraly interested in meuseums
- Putting down my newspaper, I walk over to the window and looked out

# E. When two events/clauses have the same subjects in the same time, one of the clause can be formed in present participle

Examples:

- He rode a way, he whistled as hw went Menjadi He rode a way whistling
- She is going to Jakarta, she visits her uncle Menjadi Going to Jakarta she visits her uncle

#### F. If the second event/clause is a part of the first event/clause, we can use present participle

Examples:

- She went out slamming the door
- They come here showing all their goods
- He fired, wounding one of the bandits

#### PAST PARTICIPLE

Past Participle : verbs marked by V3 that consist or regular and irregular that can be placed before/after noun.

Past Participle :

Noun + V3V3 + N

#### The use of past participle

#### A. It is placed before Noun as adjective to show condition Examples:

- Rice must be grown on flooded field
- (Padi harus ditanam di tanah berair)
- She is mixed blood girl, her father is Indonesian and her mother is England. (*Dia gadis Indo, bapaknya Indonesia ibunya Inggris*)
- After the eath of his widowed sister kept the house for him. (Setelah kematian istrinya, adinya (pr) yang janda menjaga rumahnya)
- Some of her relative want to take the inherited land a way from her. (*Beberapa saudaranya* (*pr*) *ingin mngambil tanah warisannya*)
- The farmers are working on ploughed fields. (Petani-petani itu bekerja di sawah-sawah yang telah dibajak)
  - \* stolen bag = tas yang dicuri

- \* broken glass = gelas yang pecah
- \* fallen trees = pohon-pohon yang tumbang
- \* blocked road = jalan yang diblokir
- \* a written report= laporan yang ditulis
- \* tired driver= pengemudi yang capek

#### B. It is placed after Noun as adjective to show action

#### Examples:

- I bought care made in Indonesia (Saya membeli mobil buatan Indonesia)
- She finds the man killed in the road (*Dia* (*pr*) *melihat lelaki yang terbunuh di jalan*)
- They don't meet people questioned in this village (Mereka tidak bertemu dengan orang-orang yang ditanyai didesa ini)
- She asked for a receipt for the sum paid (*Dia* (*pr*) *minta kwitansi untuk jumlah uang yang dibayar*)

#### C. It is used after the following verbs:

See, like, want, wish, feel, hear, prefer, get, find, watch, etc Examples:

- I see the dress ironed
- He wants the door locked
- They don't feel the picture noticed by the child
- She didn't find the bag stolen
- They wish all the dresses washed

#### D. Past Participle is used as an adjective (kata sifat) function as (predicate) by using tobe

Examples:

- They are pleased to come to Indonesia
- I am very excited about going to abroad next month
- We are annoyed by the way she spoke to him
- He is very tired of walking along the street

#### Exercise

#### Choose the best answer from the options below!

1. The children are very	when my uncle tells them a funny folktale
a. amusing	b. being amused c. to amuse
d. amuses	e. amused
2. The man by the policen	nan is a pickpocket
a. arresting	b. arrested c. arrest
d. arrests	e. to be arrested
3. The people don't listen to	the speaker because his speech is
a. boring	b. bored c. to bore
d. bores	e. bores
4. The cute girl in the kite	hen is Dita
a. cooked	b. cooking c. cooks
d. to cook	e. to be cooked
5. Bagus doesn't want to ent	er the dark cave, he is
a. frightens	b. frightening c. frighten
d. frightened	e. to be frightened
6. All of us know that Giman	n is To Ginem
a. attracting	b. attracted c. to attract
d. attract	e. to attracting
7. A few days after the interv	view, I received a letter me the job

a. offering	b. offer	c. offered
d. to offer	e. has offered	
8. The patient By the	doctor is Dian's uncle	
a. examining	b. examined	c. to examine
d. examines	e. examine	
9. The referee's decision		-
a. disappointed	b. to disappoint	c. disappoint
d. disappointing	e. disappoints	
10. Mr. Waras found the		
a. breaking	b. break	c. to break
d. broken	e. has broken	
		n the school yard yesterday
a. play	b. playing	c. played
d. plays 12. Companies with ex	e. to play	stag
a. deal	b. dealing	c. dealt
d. to deal	e. deals	e. dealt
13. The Car was found		
a. stolen	b. steals	c. stealing
d. to steal	e. has stole	6
14. Noticing I had droppe		
a. the bus conductor		
b. it was bus conduc	tor called after me	
c. I was called after	by the bus conductor	
d. the bus conductor	was called after me	
e. the police was cau		
15. Situating the new rest		entre of the city,
a. many businessmen		
b. the owner made a lo	-	
c. the restaurant was s		
d. many people knew		
e. it only sold the expe	ensive food	
16. Finishing the test earli	ier,	
a. the teacher asked hi	m to leave the room	
b. the teacher asked hi	im to submit the paper	
c. the paper was subm	itted to the teacher	
d. he submitted the pa	per to the teacher	
e. his friends asked hi	<b>▲</b>	
17. Sent by a registered m		
a. his uncle received in	•	
b. the letter was received	-	
c.he made the letter se		
d. he had to pay more	•	
e. the cost was rather of 18. Painted at the early of		
a. the artist became we	-	
b. the people couldn't		
c. the art critics consid		
d. the painting was ve		
e. the major ordered to		
19. Having switched off the		
a. it was the door he lo	0	
b. this locked the door	•	
c. the door was locked	1	
d. he locked the door		
e. the door was locked		
20. Having stolen the pure		
a. The people chased a	atter the thief	

b. the women shouted log	udly for help	
c. the policeman caught t	• •	
d. the thief ran away		
e. someone helped her ca	tch the thief	
21. Having been painted whi		
a. the owner made the ho	-	
b. his neighbor praised it		
c. someone wanted to bu		
d. the house looked beau		
e. the house's owner war		
22. Having been given some		
a. the teacher went home		
b. the teacher was asked	to go home	
c. the students were allow	-	
d. they forced the teacher	-	
e. the teacher and the stu	dents went home	
23 Some money, he w	was able to buy the sho	es
a. saved	b. being saved	
c. having saved	d. having been saved	e. to be saving
24 The flower became fi	resh and beautiful	
a. watering	b. after watering	
c. having been watered	d. having watered	e. they have watered
25, the report was given	n to the manager	
a. typing	b. having typed	c. being typed
d. having been typed	e. having to type	
26 by the police, the cri	minal finally surrender	red
U	b. to surround	U
d. having surrounded	-	
27 his own assignment,		
	b. finished	c. he finishes
d. after finished	e. having finished	
28, the old man could se		
a. operating	b. being opera	-
d. having been operated	e. after operat	ing

## UNIT 7 OPPOSITE ATTRACT

## A. Read the following story and discuss with your partner!

Synonym		
	Meaning	Meaning
Words	English	Indonesia
Sense of morality	Idea of good behavior	Tindakan yang bermoral
Oversomina	Dealing with and solving	Mangatasi
Overcoming	Dealing with and solving successfully	Mengatasi
Academic	Concerning school	Akademik
Various objections	Several reasons for not wanting or	Penolakan
	liking	
Conflict	Difference in way of thinking or	Konflik
	behaving	
Seeing	Dating or often going out with	Pacaran/keluyuran
Physical activity	Exercise or movement	Kegiatan fisik
Marital status	State of being single, married, or	Status pernikahan
	divorced	

#### Antonym

	Meaning	Meaning
Words	English	Indonesia
Conservative	Liberal, changed to new ideas	Kuno
	easily	
Happy-go-lucky	Sad and melancholy	Aktif, supel
Isolated	Rural, in the country	Pelosok
Tranquility	Noise and activity	ketenangan

Andre is a shy, 28-yearold doctor. He grew up in a conservative small town. His middle-class parents were very religious, and Andre has a strong sense of morality because of them. Since hw wanted to help other people, Andre chooses medicine as his profession. He worked very hard to become a doctor, overcoming academic problems as well as social difficulties. As a result, he had very little time to enjoy himself

Five months ago he met Tamara, who is from another city, an outgoing and happy-go-lucky woman. She has brought joy, love, and adventure into his life. Although, Andre's parents realize that Tamara has had a good influence on him, they have various objections to her. She comes from poor family, she is five years older than Andre, and she is separated from her husband. She also has a two-year-old child. Since Tamara has liberal ideas, these differences don't matter to her.

Andre, however, is torn by the conflict between his parents and Tamara.

#### Discuss in group

- What should Andre do?

- 1. Should he continue seeing Tamara but make no commitments?
- 2. Should he ask Tamara to move in with him?
- 3. Should he forget Tamara, listen to his parents and find another girl?
- 4. Should he do something else? explain what

- Andre cannot marry Tamara at present time. What is the reason?

- When choosing someone for long lasting relationship, should a person look for someone who has a similar background and interests or look for one's opposite?

#### B. THE DEGREE OF COMPARISON

There are three comparisons in English:

- 1. The Positive Degree
- 2. The Comparative Degree
- 3. The Superlative Degree

#### **1. THE POSITIVE DEGREE**

To show equality, we can use the formula

.....as......(adj).....as.....

The same ......(Noun).....as Contoh : You are as handsome as he (is) Please drive as fast as you can I have the same age as my cousin

#### 2. THE COMPARAIVE DEGREE

Comparative degree can be seen as follows:

- Formula : .....(Adj).....er + than + .....(for 1 or two syllables) more.....(adj)......+than+ .....(for 3 or more syllables)
- Contoh : My mother is more *beautiful* than his mother (3 syllables) His wallet is more *interesting* than her wallet (3 syllables)
  - he is older than me (1 syllable)
  - She is older than I (am)

Tetapi kalau kata ganti digunakan dengan kata keja, maka hanya subyek pronoun yang boleh digunakan

Contoh :Jhon works harder than I do

(Bukan.....than me do)

### 1. THE SUPERLATIVE DEGREE

The following is the pattern of superlative:

Formula : The .....(Adj).....est (for 1 or two syllables) The most...(adj).... (for 3 or more syllables)

- E.g: This book is cheapest of all.
  - My mother is the most beautiful in the world.

Irregular comparison:

The followings are irregular comparisons:

Positive	Comparative	Superlative
Good (well)	better	best
Bad (ill)	worse	worst
Little	less (smaller)	least (smallest)
Old	older (elder)	oldest (eldest)
Near	nearer	nearest, next
Far	farther	farthest
Many (much)	more	most

Some adjective cannot be compared because those adjectives have high quality. E.g: This bottle is empty (*empty* cannot be compared)

The other adjectives are:					
Absolute	equal	perfect	supreme		
Alone	overlasting	pregnant	square		
Blind	fatal	primary	unique		
Correct	final	round	universal		

Dead	full	single	vertical
Empty	mortal	straight	wrong

#### \* THE ..... THE .....

Dalam bentuk comparative dengan menggunakan "the" dalam car khusus, kita dapat menyatakan bahwa dua perubahan terjadi bersama-sama.

Contoh :

- The older I get, the happier I am (makin tua saya makin bahagia)
- The more beautiful you are, the more fans you will have (semakin cantik kamu semakin banyak penggemar)

#### Notes:

Dalam kalimat-kalimat seperti ini jangan dipisahkan more ....../ ...... er dari adjective, adverb atau noun

\* Untuk menunjukkan gambaran tentang perubahan yang terus menerus, kta dapat menggunakan 'dua comparative'

Contoh :

- I am getting fatter and fatter (saya makin lama makin gemuk)
- She is cleverer and cleverer (dia makim lama makin pandai)

I. Using the same, the same as, similar and similar to, like and alike, quality nouns and adjective

#### A. the using of the same as and the same

- The same as is used between the two noun compared

- The same is used after the two nouns or a plural noun

Example:

Noun	To Be	The same as	Noun
	T		
This shoes	ls	The same as	That one

Noun		Noun		The same
This shoes	And	That one	Are	The same

#### B the using of similar to and similar

- similar to is used between the two nouns compared

- similar is used after the two nouns or a plural noun

Examples:

Noun		Similar to	Noun
This shoes	Is	Similar to	That one

Noun	And	Noun		Similar
This shoes	And	That one	are	similar

#### C. Like and Alike

- like is used between the two nouns compared

- alike is used after the nouns or a plural noun

Examples:			
Noun		Like	Noun
This shoes	Is	Like	That
<b>N</b> 7	A 1	17	A 1·1

Noun	And	Noun		Alike
This shoes	And	That one	Are	alike

A. <u>Similarity – Quality Nouns</u>

-

*The using of the same...... as should be followed by Noun* The following examples of quality nouns

Age	height	price	size
color	length	weight	style

Noun	V	The same	Noun	As	Noun
Не	Is	The same	Height	As	Joko

#### B. Similarity - Quality Adjectives

*As ..... As should be followed by adjective* The following are examples of adjective:

big	expensive	heavy	small
clever	hot	tall	easy

N
Joko

II. The using of different from & different, and differ from

A. Different from & different

- Different from is used between the two nouns compared

- Different is used after the two nouns or a plural noun

Noun	V	Different from	Noun
The shoes	Is	different from	That one
The shoes	15	different from	That one

Noun	And	Noun	V	Different
That shoes	And	That one	Are	Different

#### B. Differ

#### Differ is a verb and must change forms with the subject

N	V	From	Ν
This car	Differs	From	That one
These car	Differ	From	That one

#### III. The using comparative in the Multiple Numbers

The multiple numbers can be seen as followed:

Hal Thr	f ee time	once s seven times		two times ten times		
N	V	Multiple	As	Much Many	As	Ν
this book	Is	Twice	As	Many	As	That book

Using as many as before a specific number

	As many as	Number	
We should collect	As many as	One billion	Fund
we should conect	As many as	One dimon	Fulla

#### **Exercises:**

#### Choose the best answers from the following options!

1. My briefcase is exactly the same that yours

A B C D

2. When two products are <u>basically the same as</u>, <u>advertising can influence</u> the public's choice

	А	В	С	D		
3. The medical problems of	parents and	l <u>their</u> child	ren tend <u>to</u>	<u>be</u> very <u>similar</u>	r to because	of
		А		В	С	D
heredity nature of many dise	ase.					
4. My roommate's values ar	e <u>similar</u> m	ine <u>in spite</u>	of our bein	ng from		
А	В	С				
different countries						
D						
5. <u>The first</u> living structures	to appear o	on Earth tho	usands of	years <u>ago</u> were		
А	В			С		
<u>alike</u> viruses						
D						
6. <u>Your</u> recipe for chicken a	nd a recipe	that my mo	other <u>has</u> ar	re <u>like</u>		
A		В	С	D		
7. The bodies of <u>cold-blood</u>	e <u>d</u> animals		ime temper	rature their sur	rounding, bu	t
A		В	С			
those of warm-blooded anim						
	D					
8. <u>Despite its smaller size</u> , th A B C	e Indian O	cean is <u>as c</u>	leep the At	lantic Ocean		
9. <u>Although</u> the name <u>was ne</u>	ot populari	zed until th	e Middle A	ges		
A A	B	C C				
Engineering is the same old	<u>as</u> civilizat	tion				
D						
10. Although business practi	ces have b	een <u>applied</u>	successful	<u>lly</u> to		
		А	В			
agriculture, <u>farming</u> is <u>diffe</u>	<u>rent</u> other i	ndustries				
C D						

#### Choose the best answer for the following options!

- 1. We will have to be careful not to get our suitcase mixed up because yours is almost the same ......mine
  - a. like b. to c. as d. that
- 2. Although she is a popular, she is not .....as her sister
- a. pretty as b. as pretty c. prettier than d. more pretty than
- 3. The new shop is not much .....the others that I've tried
  a. different
  b. different from
  c. different than
  d. different that
- 4. The rooms in the Graduate Tower are......Patterson Halla. larger thanb. larger than that of
- c. larger than those in d. larger than in
- 5. The final test will be .....the midterm
- a. like b. alike c. same d. similar
- 6. They are .....my other neighbors
  a. more friendlier than
  b. friendly than
  c. friendlier as
  d. friendlier than
- 7. Tuition at an American University runs ...... six thousands dollars a semester
- a. so high as b. as high to c. as high as d. as high than 8. .....I get to know her, the more I like her
- a. for more b. more c. the more d. the most
- My new glasses cost me ......the last pair that I bought a. times three b. three times more
- c. three times as much as d. as much as three times
- 10. His book is .....this one<br/>a. similarb. similar to<br/>c. same asc. same as

#### **PROBLEM SOLVING**

#### DETECTIVE

Words	Meaning	Meaning
	English	Indonesia
Safe (noun)	Metal box for valuables	Tempat menyimpan barang berharga
Jewels	Rings, bracelets, necklaces, watches with precious stone	Perhiasan
Military boots	Heavy, strong high-top shoes	Sepatu militer
Whispering	Speaking softly	Berbisik-bisik
Sherry	Kind of wine	Sejenis anggur
Colonel	Army officer	Kolonel
Petting	Rubbing gently	Mengelus
Swoon	Fall like sleeplike conditions	Pingsan
Butler	Man who serves meals, greets guests, etc.,for a rich family	Pelayan
To do for living	Earn money, work	Bekerja
Unexpected	Unusual or surprising	Tidak diharapkan

The scene is the sitting room of an eighteenth-century house. They are five people in the house, including the butler. One of these people is about to take the family jewels, which are in the safe. All the people know how to open the safe.

The situation:

- 1. the baroness is whispering softly in the baron's ear
- 2. the person in heavy military boots is sipping a glass of sherry

- 3. Dame Dora's niece is sitting opposites her aunt
- 4. the tea drinker takes the cream and sugar from the woman who is having coffee.
- 5. the colonel is petting the cat
- 6. the butler enters with a lemonade and gives it to the person to the right of the baroness
- 7. suddenly the lights go out
- 8. the coffee drinker swoons into the arms of the tea drinker
- 9. Dame Dora swoons
- 10. no one can hear any footsteps
- 11. when the butler finally gets the light back on, the jewels are gone
- draw the person's sitting
- find out the thief

#### **AUXILIARY VERB**

Auxiliary verb is helping verbs used togetehr with other verbs to express the meaning.

#### Kinds of Auxiliary Verb

- 1. To be : am, is, sre, was, were, been, being
- 2. To do : does, did (in negative and interrogative sentence)
- 3. To have: has, had
- 4. Modal : can, could, will, would, shall, should, had, better, may, might, must, ought to

The verbs above are included in special verbs, so they have some features:

a. To form negative sentence, add *not*, while in interrogative sentence. They are put in the beginning of a sentence.

Example : - I have not studied English for a week

- Has she been reading a book for an hour ?

b. *Tobe* is followed by V-ing, *to have* is followed by Past Participle (V3), and modal is followed by bare invinitive (V1).

Example : - He is reading a magazine

- She have invited my mother
- I will go to Jakarta tomorrow
- c. Avoid using more than one modal in one sentence. Instead, use the following expressions:

Modal	Similar Expressions
Can	be able to
Must	have to
Will	be going to
May	be allowed to

#### B. The use of Auxiliary Verb

- 1. Tobe as Auxiliary Verb is used:
  - a. To form tenses (continous tense)
    - Example : Rhima is reading the Holy Qur'an - He has been teaching here for a year
  - b. To make passive sentence
     Example : English is studied by us Every day

- Jonh was punished by his teacher

Note :

Tobe usually functions as Linking Verb Example : - I am a student - She is very clever

2. To do, does, did

Used to form negative dan interrogative, or in question taq Example : - Did you visit Yunior last night ? Yes, I do - He doesn't live in Jombang, does he ?

- To have, has, and had Used to form tense (Perfect Tense) Example : They have killed that snake
- 4. Modal Auxiliary
  - a. Can is used to show:
    - Ability
    - Example : Hana can speak English Fluently
    - Possibility
    - Ali is absent today, he can be sick
    - Asking permission (non-formal) Example : You can use my car if you want
    - Asking Politely (non-formal) Example : Can I borrow your book ?
    - Impossibility Example : Hary has just eaten, he can't be hungry
  - b. Could is used to show
    - Ability (in the past) Example : Madonna could sing beautifully when she was young
    - Asking politely Example : Could you Explain Passive Vouce to me, Sir ?
    - Example : Could you Explain Passive Vouce to me, Si
    - Advice/suggestion Example : X : I am dizzy Z : You could drink medicine
    - Certainty less than 50 % Example : X : Where is Jack ?
      - Z : He could be in Jakarta
  - c. Will is used to show
    - Asking politely
      - Example : Will you please close the door ?
    - Availability
       Example : X : Oh ... God ! My watch is broken
       Z : OK! Don't worry I will repair it
    - Certainty 100% Example : Our President will be here at 09.00 AM tomorrow
  - d. Would is used to show
    - Asking politely
      - Example : Would you mnd opening the window
    - If it is combined with *like* has meaning: willingness

Example : I would like to visit her

- If it is combined with *rather* will show preference Example : I would rarhet go to Pare than stay at home

#### e. Shall is used to show

- Future Tense form with subyek I dan We Example : We shall go to Bali next week
- Offering a help Example : Shall I open the door ?
- f. Should is used to show

- Suggestion Example : You look pale, you should see the doctor
- Strong advice Example : You should study hard everyday
- g. Had better is used to show
  - Very strong suggestion Exampe: You had better be on time, or I will send you out of the class
- h. May is used to show

Asking permission
Exampe: May I borrow your shoes ?
Probability
Exampe: He may be at home

- i. Might is used to show
  - Asking permission (seldom used) Exampe: Might I borrow you dictionary ?
  - Possibility Exampe: He might be at home
- j. Must is used to show

- Very Strongly suggestion/strong order

- Exampe: We must obey our parent
- Prohibition
- Exampe: You must not open the book
- Must cannot be change into past. Instead, we can use *had to* Exampe: Yesterday, I had to memorize new concept English

#### Exercises

Choose the best answer from the options below!

1. I need more data about this topic.'

"Rawina might be able to help you. The underlined sentence means:

- a. Perhaps Rawina could help you
- b. Rawina can help you right now
- c. Rawina will ceratainly help you right now
- d. Rawina was able to help you
- e. Rawina is helping you

2. All her friends believe that she can do her job well.

It means that:	she	do her job well
a. may	b. is able to	c. could
d. will	e. might	

3. It is possible that there will be another rise in the price of petrol soon.

We can also say:," there ..... another rise in the price of petrol soon."

- a. must be b. should be c. had better be
- d. may be e. has to be
- 4. "I may have to go to Malang next week." Means:
  - 1. perhaps I will have to go to Malang next week
  - 2. I'm sure I will have to go to Malang next week
  - 3. it is possible that perhaps I will have to go to Malang next week
  - 4. I know I will be allowed to go to Malang next week
- 5. "We could have eaten the ice cream yesterday, means: ......a. we didn't eat the ice cream

b. we had to eat the ice crea	m
-------------------------------	---

- c. we have eaten the ice cream
- d. we would eat the ice cream
- e. we don't eat the ice cream

6. I could have somebody else to carry that box' means:

- a. I carried the box
- b. I will ask somebody to carry the box
- c. somebody else carried the box
- d. I asked somebody to carry the box
- e. I don't want to carry that box
- 7. They should have got out of their house when the fire was spreading to their neighbor's
  - We may conclude that .....
  - a. they got trapped in the fire
  - b. they succeeded in escaping from the fire
  - c. the fire didn't reach the house
  - d. their neighbor's house was not on fire
  - e. they got out of their house
- 8. "He must have seen me eat the fish." Means:.....
  - a. I must eat the fish
  - b. I am sure that he saw me eat the fish
  - c. he must eat the fish
  - d. I guess that he saw me eat the fish
  - e. he could see me eat the fish
- 9. "Your son will be operated tomorrow. He ......have a good rest tonight.
  - a. might b. can c. must d. would rather e. rather
- 10. John was absent yesterday. He .....sick againa. must beb. had to bec. ought to bed. must have beene. would have been
- 11. When we got home, we found the front door open. Somebody .....entered the housea. could b. would have c. should haved. must have e. ought to have
- 12. "Toni got 'A' for math"
  - "That's great! He .....about it."
  - a. can be happy b. had to be happy c. could have been happy
  - d. should have been happy e. must have been happy
- 13. The doctor .....arrive late because of the traffic jam
- a. has to b. ought to c. should
  - d. may e. rather
- 14. "May I play outside with my friends?"
- "No, you .....stay in bed until the fever is gone."
- a. can b. might c. may
- d. could e. must
- 15. The whole kitchen was still dirty, she .....forgotten to clean it a. should have b. would have c. might have been
  - d. can be e. might be
- 16. There is no one outside the theatre; the performance .....
  - a. must have started
  - b. ought to have started
  - c. would rather have started
  - d. was started
  - e. could have started
- 17. "Have you informed Mira about the accident?"
  - "Not yet, she ..... right after she came back from Medan."

- a. must have given
- b. could have been given
- c. should have given
- d. should have been given
- e. must give
- 18. "I didn't know there was a test yesterday."
  - "You .....me about it
  - a. would have told
  - b. should have told
  - c. might have told
  - d. would tell
  - e. must tell
- 19. 'Rita has just missed the plane to Jakarta.'

"She ....at the airport at least two hours before departure'.

a. was b. should be c. should have been

- d. has to be e. must have been
- 20. You can book the ticket in advance, so that you .....queue up for it a. mustn't b. cannot c. shouldn't
  - d. don't have to e. may not

#### C. CAPITAL LETTER

The main function of capital letter

- 1. The first word in a sentence or direct quotation
- 2. The name of person and word I
- 3. The name of certain place and institution
- 4. The name of month, day, dan holiday
- 5. The name of commercial product
- 6. Title of book, magazine, newspaper, article, story, poem, movie, television show, and song
- 7. The name of company, club or organization, polotical and religious group, etc..

#### THE FIRST WORD IN A SENTENCE OR DIRECT QUOTATION

The driver said,"Take him to the car." "If you come early,"said Ani,"call me. I'll meet you there."

Note: in the second example, *If* and *I'll* use capital letter because starting a new sentence. While *call* does not use capital letter, because it is not a part of the first sentence.

#### THE NAME OF PERSON AND WORD I

Last week, I saw a movie which was very interesting Robin is my best friend at school

#### THE NAME OF CERTAIN PLACE AND INSTITUTION

Andi was dropped out of Al Falah Senior High School, now he is working at Royal Plaza Hypermarket But: use small letter if it is not mentioning certain or specific name

Andi was dropped out of senior high school, now he is working at hypermarket

#### THE NAME OF MONTH, DAY, DAN HOLIDAY

I took my holiday on Sunday in August, the day before Independence Day.

But: use small letter to the name of season: spring, fall, summer, winter, wet, and rainy

Many farmers plant the crop in the rainy season

#### THE NAME OF COMMERCIAL PRODUCT

My brother knows everything about Diet Pepsi and McDonald's hamburger

But: use small letter to show the types of the product (hot dogs, cat food, hamburger, etc.)

## TITLE OF BOOK, MAGAZINE, NEWSPAPER, ARTICLE, STORY, POEM, MOVIE, TELEVISION SHOW, AND SONG

I read the book The Davinci Code, by Dan Brown In the lobby, i read Jakarta Post and Times I like to listen Jablai, which is sung by Titi Kamal

# THE NAME OF COMPANY, CLUB OR ORGANIZATION, POLOTICAL AND RELIGIOUS GROUP, AND OTHER ORGANIZATION

Ahmad is a Moslem, but his wife is Catholic The Al Falah Debate Club always wins the competition

#### **Error Analysis**

#### Find the wrong words and rewrite the right answer!

- 1. In our class, every students must submit the article in the nurani
- 2. When i went to malang, I saw a lot of Beautiful places
- 3. We watched lake house at royal plaza last night
- 4. I was born in jauary 12, 1983
- 5. I drink coca cola to fresh my throat
- 6. Most of students are from al falah junior high school
- 7. Al Falah Senior High School is located on Jl. Ketintang Madya Surabaya
- 8. "when you will come," asked Andik. i can pick you up
- 9. I know that tamara is an expensive actress in Indonesia
- 10. Joe Naples is a roman catholic, but his wife is jewish

#### B. Capital Letters is also used in the following

- 1. Nama yang menunjukkan hubungan kekeluargaan
- 2. Titel/gelar seseorang dengan mengikutkan namanya
- 3. Nama mata kuliah khusus
- 4. Bahasa
- 5. Lokasi geografis
- 6. Periode dan kejadian bersejarah
- 7. Ras, negara, dan kebangsaan
- 8. Pembuka dan penutup surat

#### NAMA YANG MENUNJUKKAN HUBUNGAN KEKELUARGAAN

All his life, Father has been addicted to drugs Aunt Anna and Uncle Didin bought a new car yesterday

Tetapi: jangan menggunakan mother, father, grandmother, uncle, aunt dsb. Ketika di awali oleh

(possessive) kepunyaan. Seperti: my, your, his, her dsb.

All his life, my father has been addicted to drugs my aunt and my uncle bought a new car yesterday

#### GELAR SESEORANG YANG DIIKUTI NAMA

I sent a letter to Senator Mc Chatty last Friday Dr. Handoko is a specialist of eyes

Tetapi: gunakan huruf kecil ketika tidak diikuti nama

I sent a letter to senator last Friday I go to the doctor to check my eyes

#### NAMA MATA KULIAH KHUSUS

The college offers evening sections of Introductory Psychology I, Abnormal Psychology, Psychology and Statistics, and Educational Psychology.

Tetapi: gunakan huruf kecil untuk mata kuliah atau pelajaran secara umum The college offers evening sections of many psychology courses

#### LANGUAGES

My grandfather can speak Japanese well

#### LOKASI GEOGRAFIS

He grew up in the Midwest but moved to the South

Tetapi: gunakan huruf kecil untuk menunjukkan arah

Walk along this street and turn south on Jl. A. Yani

#### PERIODE ATAU PERISTIWA BERSEJARAH

During Imperialism, most of Indonesian were killed

#### RAS, NEGARA, dan KEBANGSAAN

Tita has lived on army basis in Indonesia, Japan, and Germany The cruel is often identified to Madurese

#### PEMBUKA dan PENUTUP SURAT

Dear Sir:	Sincerely yours:
Dear Ms. Hertati	Truly yours:

Tetapi: huruf besar dipakai hanya pada kata pertama dalam surat penutup

#### **Error Analysis:**

- 4. During world war II, many americans were afraid that the japanese would invade California
- 5. On their job site in korea, the french, swiss, and chinese coworkers used English to communicate
- 6. When uncle hans got the bill from his doctor, he called the American Medical Association to complain
- 7. dr. Tambuan is one of specialist of ears
- 8. A new restaurant featuring indonesian cuisine has just opened on the south side of the city
- 9. For her fortieth birthday, my Uncle got a special prize from aunt diana

- 10. Saul Rubin tells about various Unusual Museum in his book
- 11. The course provides more about Science Subjects
- 12. I am interested in studying tenses and quotation mark in English

13. You can walk three blocks of South

#### **D.** NUMBER

Step 1: number that is not more than two digits should be spelled out. While number that has more than two digits is written in number

I have **twenty two** cookbooks at home She takes **thirty five** days for holiday Nearly **175** students attended the lecture

Step 2: consistent to use number and spelling

After the storm, the maintenance workers unclogged 45, removed 234 broken tree limbs, and rescued 4 kittens who were stuck in a drainpipe

Step 3: use number to show date, clock, address, percentage, page and chapter of a book.

The celebration will be held on September 28, 2007

I usually go to the bed at 9:00 p.m. (but: when use o'clock, it should be spelled out.(I usually go to the bed at 9:00 o'clock)

The school is located at 23 West 52d Street

Almost 93 percent pass the test

The teacher asks me to open page 235

Error analysis

Cross out the mistakes in numbers and write the corrections

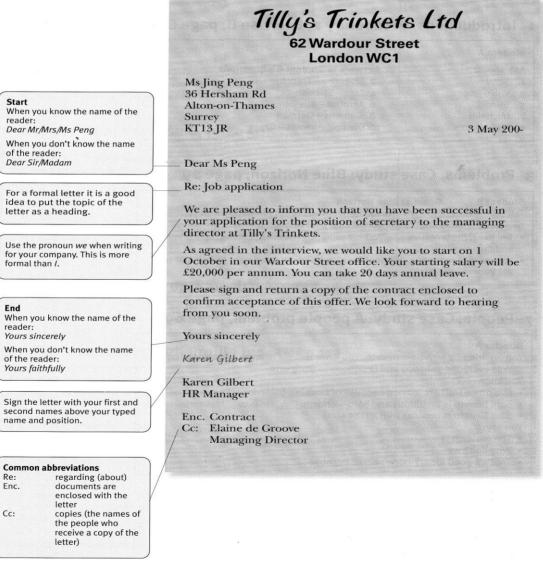
- 1. We expect to have fifty percent of the work completed by March t enth
- 2. Lecturer asked me to review his explanation on page twenty
- 3. There were twenty two men wounded, 3 cars broken, and 12 women dead in the accident yesterday
- 4. I always get up at 5:00 o'dock every day
- 5. The supermarket will be located at twenty five A. Yani Street
- 6. Nearly five thousands and fifty two students fail final examination
- 7. The name of the murderer is revealed in Chapter 8 on page 236
- 8 When you take the skin off a piece of chicken, you remove about 40 percent of the fat
- 9. The burglary was committed on October 30, 1995
- 10. Before I went to bed, I set my alarm for 6:45 A.M

## UNIT 8 BUSINESS LETTERS

#### A. KINDS AND FORMATS

- 1. Look at the names of the business letter below and match each letter (a-j) to the business letters (1-9) below.
  - a. A short product description
  - b. A letter
  - c. An e-mail
  - d. A telephone message
  - e. A list
  - f. A memorandum
  - g. A fax
  - h. An action minute
  - i. A short company profile
- 2. Read each business letter and answer the questions below.

(1) .....



- (b) To whom is the letter sent?
- (c) What is the purpose of the letter?
- (d) What is enclosed within the letter?

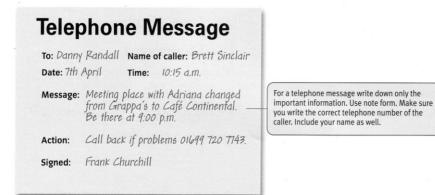
This formal e-mail is similar to a standard business letter but usually it is shorter. The e-mail should begin with <i>Bear</i> . and this should begin white <i>Bear</i> wishes or <i>Bear</i> evening. The restaurant is next to your hole in Barchester Road.       Dear Mr Schmidt         Two use this style if you are writing to somebody out do not know well.       I would like to invite you to dinner after your visit to our company next week. If you have time. Our managing director. Alison McDermott, will also come.         I will book a table at an Italian restaurant, Via Venezia, for 8 p.m. on regards.         You use this style if you are writing to somebody out do not know well.         I will book a table at an Italian restaurant is next to your hole in Barchester Road.         I hope you can join us. Please can you let me know this week. Best wishes         Emily Lee         Emily Lee         Emily Lee         I hope you can join us. Please can you let me know this week.         Best wishes         Emily Lee         I hope you can join us. Please can you let me know this week.         Box 62         London W1         Image: the some some body with the restaurant is next to your hole in Barchester Road.         I hope you can join us. Please can you let me know this week.         Box 62         London W1         Image: the some some body with the restaurant is next to your hole in Barchester Road.         I hope hegin with hor helia and finishes with hegards or CU.	This formal e-mail is similar to a standard business letter but usually it is shorter. The e-mail should begin with Dear, and finish with Betwishes or Best regards.       Dear Mr Schmidt         You use this style if you are writing to somebody outside the company or somebody you do not know well.       Use to finish with Bestwishes or Best regards.         You use this style if you are writing to somebody outside the company or somebody you do not know well.       Use the style if you are writing to somebody you do not know well.         This informal e-mail is for people you know well inside or outside the company. The e-mail is for people you know well inside or outside the company. The e-mail offin here is bare.       From e-lee@ bilder.com To s.carpenter@ bilder.com         This informal e-mail is for people you know well inside or outside the company. The e-mail offin here is bare.       Hello, Sally         This informal e-mail is for people you. Company. The e-mail offin here is bare.       Hello, Sally         I made an interesting contact at the seminar last week. Pablo Alm in charge of Research and Development at Rozin Electronix in Set He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Other short forms are:       Pablo almeira@rozelex.com         TX       = thanks		E-mails can have a formal business style or a very informal style, similar to spoken English.
Bilder Construction PLC Box 62 London W1         Box 62 London W1         Image: Second	Bidder Construction PLC Box 62 London W1         Box 62 London W1         Image: Second Secon	standard business letter but usually it is shorter. The e-mail should begin with <i>Dear</i> and finish with <i>Best wishes</i> or <i>Best</i> <i>regards</i> . You use this style if you are writing to somebody outside the company or somebody you do not	From       e.lee@bilder.com         To       tobias.schmidt@schneemans.de         Understand       Understand         Dear Mr Schmidt       I tem         I would like to invite you to dinner after your visit to our company next week, if you have time. Our managing director, Alison McDermott, will also come.         I will book a table at an Italian restaurant, Via Venezia, for 8 p.m. on Tuesday evening. The restaurant is next to your hotel in Barchester Road.         I hope you can join us. Please can you let me know this week.         Best wishes
From       e.lee@bilder.com       Date       Hermal         From       e.lee@bilder.com       Item       Item         This informal e-mail is for people you know well inside or outside the company. The e-mail often begins with <i>Hior Hello</i> and finishes with <i>Regards</i> or <i>CU. CU</i> means <i>See you</i> .       Hello, Sally       Imade an interesting contact at the seminar last week. Pablo Almeira in charge of Research and Development at Rozlin Electronix in Sevill He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Other short forms are:       Pablo.almeira@rozelex.com         TX       = thanks         RUOK       = Are you OK?	From       e.lee@bilder.com         This informal e-mail is for people you know well inside or outside the company. The e-mail often begins with <i>Hi or Hello</i> and finishes with <i>Regards</i> or <i>CU</i> . <i>CU</i> means <i>See you</i> .       Hello, Sally         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:       Pablo.almeira@rozelex.com         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:       Pablo.almeira@rozelex.com         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:       Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Image of Research and Development at Rozlin Electronix in See He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Image of Research a		
you know well inside or outside the company. The e-mail often begins with <i>Hi</i> or <i>Hello</i> and finishes with <i>Regards</i> or <i>CU. CU</i> means <i>See you</i> .       I made an interesting contact at the seminar last week. Pablo Almeira in charge of Research and Development at Rozlin Electronix in Sevill He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Other short forms are:       Pablo.almeira@rozelex.com         TX       = thanks         RUOK       = Are you OK?	you know well inside or outside the company. The e-mail often begins with <i>Hi</i> or <i>Hello</i> and finishes with <i>Regards</i> or <i>CU. CU</i> means <i>See you.</i> I made an interesting contact at the seminar last week. Pablo Almu in charge of Research and Development at Rozlin Electronix in Se He is very interested in our new training software and wants you to contact him. Here is his e-mail address:         Other short forms are:       Pablo.almeira@rozelex.com         TX       = thanks         RUOK       = Are you OK?		Box 62 London W1 C
TX     = thanks       RUOK     = Are you OK?   CU	TX     = thanks       RUOK     = Are you OK?   CU		Box 62 London W1
RUOK = Are you OK? CU	RUOK = Are you OK?	you know well inside or outside the company. The e-mail often begins with <i>Hi</i> or <i>Hello</i> and finishes with <i>Regards</i> or <i>CU</i> . <i>CU</i>	Box 62 London W1
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EVI - for your information Emily	FTI = IOLYOUT INIOFINIATION ETTINY	you know well inside or outside the company. The e-mail often begins with <i>Hi</i> or <i>Hello</i> and finishes with <i>Regards</i> or <i>CU. CU</i> means <i>See you</i> . Other short forms are: TX = thanks	Box 62 London W1

(a) What is Emily Lee?

.

- (b) Who is Alison McDermott?
- (c) Where will Emily meet Mr. Schmidt?
- (d) Where does Pablo Almeira work for?

(3) .....

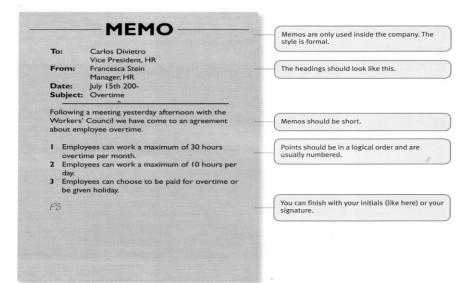


- (a) Who writes it?
- (b) When is it written?
- (c) What is it about?
- (4) .....

	leam building activities for r	new pr	oject —	Make sure your list has a clear title.
1	Organise kick-off meeting and dinner in hotel	By 3/3	Done	Give the points a number and a deadline, if possible.
2	Weekend skiing trip	15/3	1	
3	2-day team building seminar	2-3/4		
4	Move team members to same office away from headquarters	7/4	_	Write your list with short notes, not sentences
5	Every team member should have a project team partner	7/4		

- (a) What is it about?
- (b) How many actions are there?
- (c) How many actions have been accomplished?

(5) .....



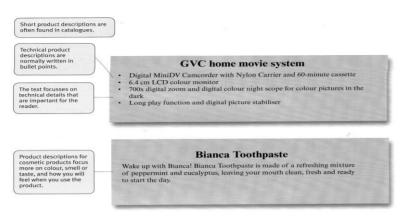
- (a) What is Carlos Divietro?
- (b) When is it written?
- (c) What information are mentioned there?

(6) .....

Date: 19 A	office equipme pril 200- G, EdeG, CBN			The headings should look like this. Make sure you note who was present.
Agenda Item	Decision	Reason	Action	
1 Change compute supplier	r Agreed	Present supplier too expensive	CBM to check companies by 15/5	Note each item, the decision, the reason and who has to take
2 New chairs	Agreed	Staff have back problems	JS to buy by 15/5	the next step.
3 Take out walls	Not agreed	Difficult to work; too much noise from colleagues	None	
4 Install coffee bar on 6th floor	Agreed	Improve communication and atmosphere	DG to check costs by 15/5	It is a good idea to give a deadline for each action item.

- (a) What is it talking about?
- (b) How many agenda items are agreed to do?
- (c) Why is the third item not agreed?

### (7) .....



- (a) Who are the intended readers of it?
- (b) What products are offered there?
- (c) What descriptions are presented on each product?

#### (8) .....

Short company profiles an often found in publicity material.	e
They tell the customer what your company does.	Basle Banking Services
They should be short, easy to read and interesting.	Basle Banking Services (BBS) is the main provider of solutions in the market for business-to-business financial services. We want to be the number 1 partner for your business.
Make sure the customer can see why your company is the best for him/her.	Our Services BBS offers a wide range of services, including sales and investment financing, fund management and insurance. Benefits for our Customers
Use bullet points to highlight the main points.	<ul> <li>With our customers we want to create growth. To do this we:</li> <li>connect industry and technology know-how with the financial markets.</li> <li>offer new financial products and solutions, which we develop together with our customers.</li> <li>give fast and friendly support.</li> </ul>

- (a) What mission is stated there?
- (b) What services are offered there?
- (c) What benefits are given to customers?

	MVV Trave	el Agents				
	Fax Transmission					
Faxes should always have these headings.	To         Suni Tapeer, PLC Logistics           From         Kelly Peep           Date         5 April 200-           Subject         Flight to Tokyo	Fax no.         +44 20 7697 6980           Tel no.         +44 20 8587 4064           Fax no.         +44 20 8587 4065           Pages         (including this page) 1				
,	This is to confirm the details of your April 12th.	flight to Tokyo next week on				
The style of a fax can be very formal, like a business letter, or more simple and direct. This depends on who you are writing to.	April 12th. Flight: JAL 674 — From: London Heathrow Terminal 3.					
	Departure: 11:45 a.m. Please check i	n 90 minutes before departure.				
	Arrival: 18:00 Narita, Tokyo.					
Number your points or give them a heading as n this fax.	Return: JAL 672 April 17th 6:30 p.m. departure.	<ol> <li>Please re-confirm 72 hours before</li> </ol>				
	Price: €450					
Ve often use Regards	I have posted the tickets to your offic	ce.				
or the ending. More ormal endings (Yours sincerely / Yours	Regards					
faithfully) are also	Kelly Peep					
	Kelly Peep Office Manager					

- (a) What is the purpose of this file?(b) How many pages are available in the file?(c) How long does it take to re-confirm before departures/(d) How much does it cost?

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