

Teens: Business Communication



Warm up

- What communication tools do you use in your daily life?
- What communication tools do people use at work?
- Do you think writing letters is still useful? Why or why not?
- How do you think communication and communication technology will change in the future?



1. Do you know what the devices below are called and what they were used for?

1.



2.



3.



4.





2. Read the dialogue and match the underlined vocabulary to the definitions below.

"I know there are a lot of advantages to modern technology. It's faster, more efficient, and on top of that it's super convenient. I live in a different country to my family, so if I didn't have things like WhatsApp and video calls, communication with them would be so much harder. For me I think that's the single biggest benefit of modern communication. On the other hand, there are some things I miss about old devices like fax machines and beepers, which were just so simple and reliable. I think the biggest downside of modern communication technology is it's just so complex. A few days ago I couldn't use Whatsapp for the day because I had to update it, and then once I updated it I couldn't log in. I never had to update my beeper! Another drawback of modern communication methods is privacy. I messaged my friend on Facebook about her baby a few weeks ago, and ever since then all online advertising I see is about baby products! I don't even have a baby!"

- a) The bad things about this. (x2)
- b) This point goes against the point that was just made.
- d) The good things about this. (x2)
- f) This point adds to the point that was just made.



3. Discuss the advantages and disadvantages of old and modern communication methods. Try to use some of the phrases from exercise 2.

Old Communication	Modern Communication
Sending letters	Emails
Fax machines	Messaging apps (e.g., WhatsApp)
Landline phones	Smartphones
Bulletin boards	Social media platforms
Face-to-face meetings	Video calls (e.g. Zoom, Teams)
Radio advertisements	Online ads
Printed newspapers	Online news websites



4. Match the words to the correct definitions.

- | | |
|---------------|--|
| a. attachment | 1. A person who receives the email. |
| b. recipient | 2. A file you send with an email. |
| c. subject | 3. The time by which something must be finished. |
| d. reply | 4. The topic or title of an email. |
| e. deadline | 5. To answer an email. |
| f. schedule | 6. A plan showing times and tasks. |
| g. draft | 7. A message you write but want to send later. |



5. Fill in the gaps with the vocabulary from exercise 3.

1. Make sure you include a clear and specific _____ so the person receiving your email knows what it's about.
2. Don't forget to add the document as an _____ before you hit send!
3. The email didn't send because the _____'s email address was incorrect.
4. If you're unsure how to answer, you can save your message as a _____ and come back to it later.
5. Remember to _____ politely and include any information the original email asked for.
6. The project has a strict _____, so we need to finish everything by Friday afternoon.
7. I'll send you the _____ for next week's meetings so you can prepare in advance.



6. Look at the table below and notice the differences.

<u>Formal</u>	→	<u>Informal</u>
Dear Mr. Smith,	→	Hi John,
Could you please...?	→	Can you...?
I would like to ask...	→	I want to ask...
I hope this email finds you well.	→	How are you?
I look forward to hearing from you.	→	Talk soon.
Kind regards,	→	Best,



7. Read the email and answer the questions below.

Subject: Job at the Cinema

Hi there,

How are you? My name is Alex, and I'm really interested in working at your cinema. I've always loved movies, and I think it would be amazing to work somewhere that's all about films.

I want to ask if you have any part-time jobs available. I think I'd be great for the job because I'm good at working with people. I'm friendly and enjoy helping others. I've also worked part-time before in a small shop, so I know how to handle money and talk to customers.



Let me know if I should send you more details about myself or come in for an interview.

Best,
Alex

1. What is the purpose of the email?

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2. Is this email appropriate for asking for a job? Why or why not?

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3. What can be improved in the email to make it more professional?

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8. Choose one of the jobs and write an email to apply on the next page.



Library Assistant – Community Library

Job Description: Help organize books, assist visitors, and tidy up the library.
Requirements: Love books and reading, organized and helpful, available after school hours.
Perks: Free borrowing of any library books!

Send your email to: Mr. Green at mr.green.supermarket@shopmail.com



Ice Cream Seller – Local Ice Cream Stand

Job Description: Work at a small ice cream stand, serving cones and cups to customers.
Requirements: Friendly and reliable, comfortable working alone, available during summer holidays.
Perks: A free ice cream cone after every shift!

Send your email to: Mr. Lopez at lopez.icecreamjobs@summermail.com



Shop Assistant – Local Supermarket

Job Description: Stock shelves, assist customers, and work at the checkout counter.
Requirements: Friendly and reliable, good at solving problems, available weekends and school holidays.
Perks: Staff discounts on groceries!

Send your email to: Ms. Carter at carter.library@communitymail.com



Babysitter – Local Family

Job Description: Look after two young children (ages 3 and 5) for a few hours in the evening. Responsibilities include playing with them, preparing simple snacks, and ensuring they are ready for bed.
Requirements: Responsible and caring, experience with younger children (e.g., babysitting siblings or family), available weekday evenings and some weekends.
Perks: Flexible hours and extra pay for late-night babysitting.

Send your email to: Ms. Thomas at thomas.family@gml.com

A series of 18 horizontal dotted lines spanning the width of the page, providing a template for writing.