

Business Correspondence – Language Function Plan

Unit Key Point	Language Functions	Themes/Situations
Unit 1 KP 1	Labeling correspondence for routing and circulation	Parts of emails and faxes
KP 2	Opening and closing formal and informal messages	Formal and informal correspondence
KP 3	Referring to attachments and enclosures, Describing computer file formats	Attachments and enclosures
Unit 2 KP 4	Referring to a subject, Referring to previous contact, Thanking the sender	Referring to a subject
KP 5	Confirming business arrangements, Confirming discussions, Confirming travel arrangements, Describing contingency plans	Confirming plans and arrangements
KP 6	Confirming agreements, Referring to oral agreements, Describing responsibilities, Inviting confirmation of agreement	Confirming agreements
Unit 3 KP 7	Requesting information, Requesting assistance	Requesting information and services
KP 8	Referring to inquiries, Responding to requests for information, Replying to questions, Requesting confidentiality	Responding to requests and inquiries
KP 9	Offering assistance, Making arrangements for future contact	Offering assistance

Unit 4 KP 10	Drawing attention to unsatisfactory circumstances, Expressing concern and dissatisfaction, Demanding action	Complaining
KP 11	Making apologies, Expressing regret, Describing the reasons for problems, Describing consequences, Giving assurances	Apologizing and promising action
KP 12	Demonstrating concern for customers' needs	Making a positive impression
Unit 5 KP 13	Intensifying, Referring to earlier correspondence, Highlighting problems, Giving ultimatums	Exerting pressure and intensifying
KP 14	Responding with disagreement, Referring to claims and accusations, Emphasizing the terms of agreements	Responding to unjustified criticism and complaints
KP 15	Linking and contrasting, Building arguments	Linking and contrasting
Unit 6 KP 16	Communicating informally in a team	Short and sweet
KP 17	Discussing social matters and chatting about company issues	Building working relationships
KP 18	Making messages clearer and easier to read	Communicating clearly