Do I Use "Accept" or "Except"?

These two words can cause confusion as they look similar and can sound similar, but they have very different meanings so it is important that you remember the difference.

Accept

Accept means to admit, to agree, to put up with, to take on.

Accept is a verb — a "doing word" — a word where the word "to" can be put in front of it.

Examples of verbs:

To fly To murmur To leap To learn To accept

Examples using "accept":

I **accept** you are the better driver. (admit/agree)

I gratefully **accept** the present you have sent me. (take on)

You will just have to **accept** that the working conditions are not ideal. (put up with the fact that)

Will he **accept** my offer of help do you think? (agree to)

Except

Except usually means something, or someone, is left out or excluded.

Examples using "except":

We all went to the bar, **except** Tony who was not feeling very well.

I remembered to pack the shoes I would need on holiday, all **except** the black ones.

Mother put the cakes in an oven which was too hot. She managed to save all of them **except** one.

SAMPLE PAGES

SECTION 2

HOW DO I .....?

The skills you will need to learn and in which you will have to become competent in order to gain this Functional Skill qualification are described on page 1.

The skills are covered in the practice tasks in Section 3.

The Reference Sheets in this section provide opportunities for you to review and practise the skills for Functional English Level 2.

How Do I .....? **59**
Completing Forms and Job Application Forms 60
Writing and Setting Out Memos 65
Taking Messages 69
Using Images in Communication 71
Writing Advertisements 73
Writing and Setting Out Business Letters 76
Using the Telephone and Making Telephone Calls 83
Sending Faxes 85
Writing and Setting Out Personal Letters 87
Writing Reports 92
Writing a Bibliography 97
Writing a CV (Curriculum Vitae) and a Covering Letter 99
Interview Tips 104
Taking Part in a Discussion, Giving a Talk or Making a Presentation 106
Structuring and Delivering Your Talk or Presentation 108

SAMPLE PAGES

Business Letter 1

SETHCOTE STATIONERY AND COMPUTING SUPPLIES

Sethcote House: Bamfield Way: YOUR TOWN YW3 5BK

01662 4522128 www.sethcote.stationery.co.uk

17 October 2008

Mr I Curlish
7 Pine Ridge Road
YOUR TOWN
YW14 5BP

Dear Mr Curlish

Thank you for your recent enquiry concerning the photo quality paper we stock at Sethcote Stationery and Computing Supplies.

We are pleased to give you the details you have requested.

We have the following products available:

Gloss A4 size	packet of 20 sheets	£6.49
Matt A4 size	packet of 100 sheets	£7.99
Satin A4 size	packet of 20 sheets	£6.50
Gloss 6 x 4 size	packet of 20 sheets	£1.99
Matt 6 x 4 size	packet of 50 sheets	£2.50

For those customers who find it inconvenient to come into the store, we offer a next-day postal delivery service for all our paper products at the quoted cost, **plus** £2.50 postage and packing.

If we can be of any further assistance please do not hesitate to let us know. We look forward to being of service to you.

Yours sincerely

Seth Cotefield

Seth Cotefield

The **purpose** of this document is to **give information**. It also states facts. What are the clues?

1 The **first paragraph** has the words "Thank you for your recent enquiry". This gives a clue that the person receiving this letter has been asked for information and that **this** document being written will contain information.

2 The **second paragraph** uses the key words "We are pleased to give you details". Once again, this indicates the letter will give information.

3 The **purpose** of the document is to **give information** to **someone who understands the subject** – in this case paper quality and sizes. The writer has presented the information on the paper prices in a style that is easy to follow and that stands out from the other text of the letter. The recipient is able to see, at a glance, the main information that was requested.

In this way the document meets the **purpose** and the **audience**.

4 **Paragraph four** gives additional information that the customer may not have known and may find useful. This information is used to **persuade** the customer to buy.

5 **Paragraph five** is a polite way of ending a letter that gives information and is also a way of creating an impression of being helpful, together with encouraging custom. The key words are "If we can be of any further assistance", "please do not hesitate to let us know", and "we look forward to being of service to you".

NOTE: The letter uses "we" throughout. It is important not to begin with "we" (the company or organisation) then change to "I" (the writer) half way through. You must **be consistent**.

SAMPLE PAGES

Taking Part in a Discussion, Giving a Talk or Making a Presentation

This section is divided into two parts:

1 taking part in a discussion; and

2 giving a talk or making a presentation.

Taking Part in a Discussion

What is the *purpose* of a discussion? It is an opportunity to share and exchange ideas and put forward arguments for and against a topic or idea.

Spend a few moments thinking of the roles you might take in a discussion.

Your role will vary in each discussion. You could be the person who is **encouraging** others to do something, or hoping to change their ideas; your role could be to **support** someone else's ideas or opinions. In any discussion it's important to show you are listening to the contribution of the other people involved.

You must expect to have to prepare for your discussion. This might involve making notes of the things you intend to say, such as your main ideas or arguments. You might have to do some research on a subject you don't know a lot about, or even research a subject that is new to you. This is where your research and reading skills will be important, together with your ability to write a range of documents for different audiences – some who understand the topic, others who know nothing about it.

SAMPLE PAGES

Being Confident in a Discussion

You must think through your ideas and feelings before you begin. Preparing what you will say, and how you will say it, is the key to being confident.

Your Discussion Checklist

- Make sure you understand what is to be the topic of the discussion, and know what is expected of you in the discussion.
- Jot down your immediate thoughts, ideas and opinions.
- Conduct your research to give you a wider knowledge of the topic.
- Make notes from your research of the new ideas you have found useful, or extra information that will support your existing thoughts and ideas.
- Think about what you will say on the topic. You will usually favour one view, but should be aware that the other people might have different views, so you will need to think what you might say about these different views.

Task 17: Permanent Waves Hairdressing School - An Educational Visit

Student Information	Remember
In this task you will write a business letter in response to an enquiry **and** a memo to members of staff. Ask your tutor for a blank **Permanent Waves** letterheading and memo sheet.	Make sure your letter contains the following: • the date it was written; • the name and address of the recipient; • a salutation; • a complimentary close that matches the salutation; • the name of the person who wrote the letter and her title. Make sure the letter is welcoming, and that all the information you include is accurate. *See pages 76 - 83, Writing and Setting out Business Letters.* The memo you write must display all the information clearly. Don't forget to sign the memo. If you write a memo to more than one person, put each person's name in the "to" section with each name separated by a comma. *See pages 65 - 68, Writing and Setting out Memos.*

Studying Tabular Information and Replying to a Business Letter and Writing Memos

Scenario

Jane Felsham is the Director of **Permanent Waves Hairdressing School** and has received a request from a local college for a student visit. You have to consult a staff diary and decide who can take part in the visit then write to all parties concerned.

Activities

1 Read the letter from Kay Langley of Ward Nelson Community College, and Jane's comment shown in **Appendix 1**.

2 Check the diary - **Appendix 2** - to see which member(s) of staff could be involved in the activities.

3 When you have decided who will be involved, send them a memo that outlines their involvement in the visit. Remember to give them the background, i.e. who is visiting, from where, how many there will be in the party, what they will have to do with the visitors, the times, the name of the member of staff accompanying the party, etc. You can send the same memo to each member of staff. In this way, each will know the involvement of the other person.

4 Reply to the letter from Kay Langley - Jane will sign it so write it in her name - and give details of the arrangements you have made. Mention the name(s) of the staff involved, the session times and details. Make the letter welcoming - the college do supply you with students each year so the visit is important.

U.S. Air Force photo by Airman 1st Class Cassandra Jones

Appendix 1

Ward Nelson Community College
Pinewood Road YOUR TOWN
GH7 11SQ

www.wardnelson.ac.uk
enquiries@wardnelson.co.uk
01633 342398

Letter dated yesterday

Mrs Jane Felsham
Director
Permanent Waves Hairdressing School
Floor 4 Tavistock Building
Westcliffe Road
YOUR TOWN
GH7 3BL

Dear Mrs Felsham

STUDENT VISIT - 24 FEBRUARY

In previous years Permanent Waves Hairdressing School has very kindly allowed a small group of students who are interested in progressing in their hair and beauty career to have a half-day visit to your organisation.

I wonder if you would be able to offer a similar visit for six of our current students on 24 February, at a time to suit yourselves? The six students would be accompanied by Susan Hartley, their Group Tutor.

I look forward to hearing from you in due course.

Yours sincerely

Kay Langley

Kay Langley
Head of the Department of Hair and Beauty

Kay's correct - we do offer this college a visit once a year.

Please look at the commitments of the staff in the diary and see who can get involved. The timetable would be:

Arrive here 1030 - greeted by whoever is free and who can then give them a short tour of the facilities until 1100. 1100-1230 presentation by a member of staff about the work of the school and its successes in the hair and beauty industry. Questions by the students. End of visit at 1250.

You might have to involve two members of staff, and if you do, you need only send one memo, addressed to both people, giving details of the arrangements in which they are both involved. Also write back to Kay to give her the information. Say we are all looking forward to welcoming her students again, etc.

Thank you. I'll sign the letter, you can sign the memo(s).

Jane