Believe it or not, one thing we take pride in here at OBET is the accuracy of our star charts. This month, we thought we’d prove it with a freebie. Your horoscope for December: You will be invited to attend a company Christmas party. Wow, huh? Almost as exciting as winning the lottery. We’ll even take it one step further. Unlike other astrologists, who pump you full of positive-sounding generalities and then leave you to sort out the mysterious cosmic meanings yourself, we’ll help out with a bit of useful information that will help you enjoy (or survive) your impending December destiny.

If you’re like most people, the first thing that pops to mind as you write that important political date into your calendar is “too bad, could be good, but always deadly dull”. “Why do companies do these things?” you ask yourself. Then you wonder why it seems that no Christmas party takes place without at least one person’s behind being photocopied and sent around the office the next day.

Most businesses lay out quite a lot of cash each year on their office Christmas party. Companies on a budget might have food brought into the office or offer a company Christmas dinner instead. Large firms often pull out all the stops, booking the most expensive venues they can find and setting no limits when it comes to food, beverages and entertainment.

Is it all just one big Thank You to employees? Partly, but that’s just scratching the surface. The real reason businesses spend so much money and make so much effort every Christmas is family. Yes, family. Executives learned way back in the 20th Century that a company that works together as a family has more power in the market than one that doesn’t. The annual Christmas party, then, is the company’s attempt to use the spirit of the season to allow employees to get to know each other better in the hopes that they will work together better. No stress and no work: just friendship, good cheer and fun. The entire event is usually designed with this goal in mind.

So why do people often find office Christmas parties boring? Usually because their expectations don’t match the event’s purpose, and they have, as a result, failed to adequately prepare for their attendance.

Change your perspective

This year, try something different. Instead of showing up, being passively engaged and humbly allowing yourself to be thanked for a year of hard work, set a new goal of getting to know as many of your co-workers as you can.

At first you might find this suggestion a bit overwhelming, but consider the facts:
- You’ll be networking with fellow employees and their spouses, i.e. your business family. That’s a lot easier than networking with strangers.
- You don’t have to talk about work or your industry (and you shouldn’t).
- If you find you have nothing in common with someone you started speaking with, it’s easy to wish him or her happy holiday, say goodbye and move on.

Why should I do this?

Most people can find or fabricate an unlimited supply of excuses that conveniently justify sitting around the entire evening with office chums or spending the whole evening on the dance floor with their spouses ignoring everyone.

But have you considered:
- The Christmas party is your opportunity to get to know your own managers, managers from other divisions, fellow employees and their spouses.
- Some of the people you meet will be responsible for raises and promotions, and others may even be the source for job offers and other personal growth opportunities. Your secretary’s husband might be a bigwig at Lufthansa looking for someone like you, for example, or your manager’s girlfriend might be looking for a business partner (you) for a new art gallery she wants to open.

FOCUS
Weihnachten in guter Gesellschaft

LANGUAGE SKILLS
Weise Worte – Trinksprüche ausbringen

CORRESPONDENCE
Beschwerdebriebe professionell beantworten

GRAMMAR
Future perfect

TRAINING
Kreuzworträtsel
Übungen
Others you meet might share common interests or inspire you to new hobbies or leisure-time activities.

If you’re lucky, you might meet a new best friend, the jogging partner you’ve always been looking for or even your next significant other.

While you’re getting to know other potentially useful people, they’re getting to know you. This makes you a “player” at your company – a colleague everyone knows and respects.

Deflating the excuse balloon

Here are a few of the most frequently used excuse balloons people send up to justify avoiding contact with new people:

• I’m not important to the business, so it’s not important that other people meet me. Others have much more respect for you than you think. Everyone in a business is important in some way. Start talking and find out.

• Those managers and/or executives are too far above me to be interested in speaking with me. Not true. Most executives have so little time that they never get the chance to meet anyone other than their secretaries and a few senior managers in the company. They want to get to know their employees. Be friendly.

• I don’t have anything to say to most of these people. You don’t need to be an expert at conversation to spend 5-10 minutes making small talk with each person you meet.

What to talk about

In general, talking about work should be avoided – especially with those higher up. The goal is to get to know people personally. Try asking about hobbies, music, books, where people live and for how long, family. Try asking about hobbies, music, books, where people live and for how long, family, allly. Try asking about hobbies, music, books, where people live and for how long, family.

Avoiding contact with new people:

• To be safe, choose questions that require answers to be sentences and could not lead to discussions of the depressing facts of life. Prepare a few of these in advance. And avoid making personal comments.

• Deflate the excuse balloon

The following topics should be avoided:

- office romances
- office politics
- gossip
- physical appearances
- health and weight
- race
- politics
- toilet humour
- ethnic jokes
- office romances
- office politics
- gossip
- physical appearances
- health and weight
- race
- politics
- toilet humour
- ethnic jokes
- office romances
- office politics
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- health and weight
- race
- politics
- toilet humour
- ethnic jokes
- office romances
- office politics
- gossip
- physical appearances
- health and weight
- race
- politics
- toilet humour
- ethnic jokes

Tips

1. Dress appropriately. If the dress standard is not clear on the invitation, ask. If the party is after hours, remember that it is still an office function, not a disco.

2. Drink in moderation, but enjoy. Don’t get drunk. Consider sticking to soft (non-alcoholic) drinks, and eat something healthy before the party. Bring cash in case there’s no open bar.

3. Eat wisely, but enjoy. Avoid overeating or eating food that will make you thirsty, make you feel sick or force you to take too many trips to the loo.

4. Behave as you would at any business function and keep in mind that there’s always one employee looking to catch any embarrassing act on film. So if you’re tempted to wrap one of those scrumptious shrimp appetizers in a serviette and stuff it into your bag for later, consider that you and your purloined prawn might be starring in the next day’s smash hit video on YouTube. Most mobile phones these days can take photos and record videos with the click of a button.

5. Arrive on time or even early (to meet with managers and executives before they are mobbed). Leave on time.

6. Smile, laugh at jokes and be seen having a good time.

7. Don’t complain about the food, the work, fellow colleagues or indeed about anything. It’s Christmas! Keep things positive!

8. Keep an eye on your guest(s). If you’ve brought someone, make sure they are not embarrassed and make sure they don’t embarrass you. This includes your spouse.

9. Be accepting and positive about all gifts.

10. If you’re asked to dance, find a way to say yes; otherwise decline with a smile and a thank you. No dirty dancing! (YouTube awaits!)

11. Shake hands with everyone you meet and wish them a happy holiday. Be careful with Happy/Merry Christmas – not everyone celebrates Christmas.

12. If you meet someone you like, call a few days later and ask if he or she would like to continue your conversation over coffee.

13. Don’t call in sick the next day. No one will believe you!

One of the biggest political blunders people make is skipping their annual Christmas party. Please go. With the right mindset, you’ll even have fun. But remember, your responsibility as an employee is to understand the expectations of any meeting you’ve been asked to attend and adequately prepare for your role in the meeting. Even though they remain unwritten, the agenda, expectations and required involvement at a company Christmas party are well-defined. So prepare, and enjoy!

**Example**

You say: So, what ever happened to your girlfriend Margie?

He says: Well, she’s not my girlfriend anymore.

You say: That’s a relief. I never understood how you two could be a pair. And you’d be shocked to hear how the executives talk about her.

He says: She’s now my wife.
Weise Worte – Trinksprüche ausbringen

Whether you’re giving a presentation, speaking in a meeting, talking on the telephone or giving a Christmas toast, it’s always helpful to have a famous quote ready that underscores or adds humour to what you’re saying.

Quotes become famous because they are recognised as sources of encouragement and support. Also known as “words of wisdom” or “pearls of wisdom”, famous quotes capture human psychology in a short phrase, help us understand the world around us and inspire us to achieve more than we thought we could.

Here are a few famous but not-so-well-known “pearls” you can use to spice up what you say in various business situations. These can be used in many ways:

- As a smart, humorous or reinforcing response to something someone has said
- As a motivating or succinct statement used to frame a discussion
- As part of a quick toast or final line of a longer, custom toast you have written

We’ve identified, selected and categorised a number of (mostly) humorous quotes that are flexible enough to be used in a variety of business situations. Although we’ve always identified the source when known, you can decide to credit or not credit the source depending on your speaking context. Feel free to modify the original words to meet your needs and fit the occasion!

Famous quotes

Business

The world is moving so fast these days that the man who says it can’t be done is usually interrupted by someone doing it. – Harry Emerson Fosdick, American Clergyman

Concentrate your energies, your thoughts and your capital. The wise man puts all of his eggs in one basket and watches the basket. – Andrew Carnegie, Scottish industrialist

If it usually takes me more than three weeks to prepare a good impromptu speech. – Mark Twain, American author

Customer service is either good or bad. There is no in-between. – Unknown

In theory there is no difference between theory and practice. In practice there is. – Yogi Berra, former American Major League Baseball player and manager

If you always do what you always did — you’ll always get what you always got! – Unknown

If a little money doesn’t go out, great money won’t come in. – Chinese proverb

Business travel

The towels were so thick there I could hardly close my suitcase. – Yogi Berra

You better cut the pizza in four pieces because I’m not hungry enough to eat six. – Yogi Berra

Meetings

I wish I had an answer to that because I’m tired of answering that question. – Yogi Berra

I cannot speak well enough to be unintelligible. – Jane Austen, British author

Today is the tomorrow we worried about yesterday. – Dale Carnegie, American motivational author

If I look confused it is because I am thinking. – Samuel Goldwyn, American film producer

I’m just preparing my impromptu remarks. – Winston Churchill, British Prime Minister

I don’t know the key to success, but the key to failure is trying to please everybody. – Unknown

I can give you a definite perhaps. – Samuel Goldwyn

Sales

Silent and listen are spelled with the same letters! – Unknown

You don’t sell what it is, you sell what it does. – Unknown

You can get everything in life you want if you will just help enough other people get what they want. – Unknown

Decisions

I would rather regret the things that I have done than the things that I have not. – Lucille Ball, American comedienne

Even if you are on the right track, you’ll get run over if you just sit there. – Will Rogers, Cherokee-American cowboy, comedian and humourist

Between two evils, I always pick the one I never tried before. – Mae West, American actress

When you come to a fork in the road, take it. – Yogi Berra

Inspiration

Success is going from failure to failure without a loss of enthusiasm. – Winston Churchill

If you think you can, you can. And if you think you can’t, you’re right. – Mary Kay Ash, founder of Mary Kay Cosmetics

Many of us spend half our time wishing for things we could have if we didn’t spend half our time wishing. – Alexander Woollcott, American critic and commentator

If fate hands you a lemon, make lemonade. – Dale Carnegie

You will never find time for anything. If you want time, you must make it! – Charles Buxton, English brewer, philanthropist, writer and Member of Parliament

You miss 100% of the shots you never take. – Wayne Gretsky, Canadian professional ice hockey player

It’s not what you are that holds you back, it’s what you think you are not. – Denis Waitley, contemporary American financial, professional and personal success coach

Treat a man as he is, and he will remain as he is. Treat a man as he should be, and he will become what he could be. – Ralph Waldo Emerson, American essayist and poet

Be the change you want to see in the world. – Mahatma Ghandi, Indian political and spiritual leader

Some people look at the world and say “why?” Some people look at the world and say “why not?” – George Bernard Shaw, Irish author
American politician
Holiday toasts
Philippines
Imelda Marcos, former First Lady of the Philippines

The best measure of a man’s honesty isn’t his income tax return. It’s the zero adjust on his bathroom scale. – Arthur C. Clarke, British science-fiction author and inventor

Just about the time we can make the ends meet, somebody moves the ends. – Herbert Hoover, depression-era President of the USA

There was a time when a fool and his money were soon parted, but now it happens to everybody. – Adlai E. Stevenson, American politician

You either get what you like or you like what you get. – Unknown

I did not have three thousand pairs of shoes, I had one thousand and sixty. – Imelda Marcos, former First Lady of the Philippines

Toasting

Many large gatherings require that at least one person proposes a toast to the host, guest of honour or occasion. For formal occasions, you’ll be required to propose a toast that lasts around 3-4 minutes. Such toasts are usually complex, referring to achievements, using humour and placing the recipient(s) of the toast in a positive light. They can be used alone, combined with other more than yesterday, but less than tomorrow. Remember, on any disagreement the husband is entitled to the last few words… those words are: Yes dear:

May you never forget what is worth remembering or remember what is best forgotten.

Here’s to those who wish us well, and those who don’t can go to hell!

May the wine brighten our minds and strengthen our resolutions!

This is a good toast for many occasions, but don’t follow this advice at your company Christmas party:

Dance as if no one were watching, Sing as if no one were listening, And live every day as if it were your last.

May you be contented as Christmas finds you all the year round.

May peace and plenty be the first to lift the latch on your door, and happiness be guided to your home by the candle of Christmas.

Here’s to the New Year and the new friends who will join us. Here’s to new years, full pockets, and good drinks.

May you never forget what is worth remembering or remember what is best forgotten.

Here’s to the present and the friends who are here. Here’s to the past and the friends who have left us. Here’s to those who wish us well, and those who don’t can go to hell!

Wishing you a very happy holiday season and a New Year filled with peace and prosperity.

Your OBET Team

A C H R I S T M A S W I S H F R O M O B E T

As the holiday season is upon us, we find ourselves reflecting on the past year and on those who have helped shape our business and improve our ability to serve your Business English needs. We therefore take this moment to pause and say how much we value your readership and your feedback, and that we look forward to serving you in the year to come.

May bad fortune follow you all your days and never catch up with you.

May the wine brighten our minds and strengthen our resolutions!

Thank You!

Before you propose a toast, be sure your host has had the opportunity to do so first! If you know you will be expected to say something, read up on toasting etiquette at: http://www.ehow.com/how_1383_propose-toast.html… and make sure you’ve practised your toast in advance!

May you live as long as you want to, and never want as long as you live.

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May you be contented as Christmas finds you all the year round.

To us and our success as a group this past year, and to you and your families for health, peace, and more wonderful times in the coming year.

May all of our troubles this coming year be as short-lived as our New Year’s resolutions.

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Dance as if no one were watching, Sing as if no one were listening, And live every day as if it were your last.
You've received a written complaint from an international customer and now need to resolve the issue. Your first step— even if you will be contacting the customer by telephone— is to respond in writing. You'll need to write what's called a response letter.

Writing a response letter can be tricky because it requires more than just responding to the complaint. The first thread in the rope representing the bond between your company and the customer has been broken. The entire customer relationship is now at stake. How you handle the complaint will determine whether the thread is repaired, leaving the relationship intact and strengthened, or broken, leading the entire rope to eventually snap.

What makes things difficult is that an effective response involves more than just solving the customer's problem. It requires restoring the customer's confidence and loyalty to your company. A number of issues are simultaneously in play:

- The problem
- The customer's emotional state as a result of the problem
- The customer's emotional state upon receipt of your response letter
- The customer's satisfaction with your proposed solution
- The customer's interpretation of your sincerity and helpfulness
- The customer's feeling for how much your company values his patronage

That's a lot to deal with in one letter; but with a standard structure, helpful tips and a few important example building blocks and phrases, writing an effective response letter can be easy.

**Setting the stage**

Before you sit down to write a response letter, it's important to keep the following in mind:

- You must respond to a complaint letter immediately. If you can't solve the problem immediately or don't have enough information, the first response letter should acknowledge receipt of the complaint, inform the customer that the matter is now under review and request any missing information. The second letter should then address the complaint.
- Be sure you understand your organisation's guidelines for service levels, approved actions, compensation and acceptance of liability. Review any response letter you've written to ensure compliance with these guidelines before sending it.

**Warning!**

Failure to respond immediately informs the customer that your company does not take the matter seriously. Delay also allows the customer's emotional situation to become increasingly negative. This makes the issue more difficult to resolve by compromising your credibility and ability to solve the problem.

**The right mindset**

In an age of large customer service call centres with nameless faces, customer service hotlines that cost $9c per minute and Web sites that bury customer service contact information so deep that the customer is steaming angry by the time he finds it, sending out a "Letter of Apology" response letter created with a form is usually the straw that will break the customer's back.

Today's response letter must be personal. It must use everyday rather than formal language. It must identify contact individuals, telephone numbers and e-mail addresses. It must sound like a person talking; someone who understands the customer's pain, cares about what happens and sincerely wants to help. Someone who doesn't hide from problems.

Most important, today's response letter must go the extra mile. It must provide a 150% solution for 100% of the customer's problem. Failure to go 150% when other companies are doing so will pretty much guarantee the customer will look elsewhere in the future for a new supplier. But take heart. These facts are what makes writing response letters fun. Think of yourself as the problem solver. The one who wants to make people happy, and the one empowered to do so!

**Response letter structure**

The format of a response letter is no different than a standard letter (refer to *Effektive Geschäftsbriefe schreiben*, OBET 09/2007).

The content of your response letter should have the following structure:

1. Open by stating the reason you are writing. Refer to the complaint letter by date.
2. Restate the complaint to demonstrate you have understood it.
3. Sympathise (refer to *Entschuldigen und Mitgefühl ausdrücken*, OBET 10/2007). Keep in mind— if you will not be apologising—that you can still—and should—sympathise without necessarily agreeing with the customer's complaint or accepting liability for the problem.
4. If your company is at fault, apologise.

**Warning!**

Before issuing any apology, determine if the apology and accompanying admitance of responsibility could result in a legal situation that could leave your company responsible for more than simply solving the problem. If there is any doubt, consult your management, corporate guidelines or company attorney before proceeding.

5. Explain how the problem or error occurred, if this is relevant.
6. State exactly what you will do to solve the problem or compensate the customer. If you cannot accept the customer's proposed solution, or if he has not suggested one, state your proposed solution.
7. Apologise for the situation and for the customer's inconvenience. State what you will do to compensate for these factors (this is the extra mile).
8. State the importance of the customer to your company and the value of his feedback.
Building blocks

Open your letter (1)
I was concerned to read your letter dated ... regarding ... I just read your letter dated ..., and I was alarmed/sorry to hear that ...

Restate the complaint (2)
If I understand you correctly, you have ... and are not/no longer ...

Sympathise (3)
I appreciate your frustration. I appreciate how frustrating this may be. I agree with you, service/treatment such as you describe is unacceptable. I can certainly understand why you are feeling unhappy/frustrated/irritated.

Apologise (4)
Please accept my sincere and unreserved apology for this situation. First, let me say how sorry I am that ... this has happened. ... you are dissatisfied with our product/service. I can't tell you how sorry I am that this has happened.

Explain (5)
After looking into the matter, I learned/ was surprised to learn that ... This is not a situation I have run into before. We take great care to ensure that matters such as this are properly managed/handled. Unfortunately, due to ..., we are/were not able to ...
Other customers have recently complained about this as well. I believe something went wrong in processing your transaction. According to our records, the final steps were simply not taken. It looks like the incorrect amount was entered on our end. This is of course a major slip-up.

State the solution (6)
I have spoken with management/those involved, and we agree (with you) that ... would be a quite appropriate solution. I can assure you that we take your complaint quite seriously.

I have spoken with management about the situation, and am authorised to propose that we ... In light of this, we have decided to ... Of course we would be happy to replace your product and pay all related shipping charges. Simply discard the ... you received. I will put a new one in the post today.

After you’ve completed your response letter, review it for the following issues:
- Reduce the focus on you and increase the focus on the customer. Replace I and we with you wherever possible.
- Avoid placing blame, even if the customer’s claim is weak. His feelings are not wrong, no matter what the situation. The customer should never take the blame in a response letter. You can address almost any situation without placing blame.
- Be sure your writing style sounds like someone speaking in a friendly tone. A response letter that sounds formal will have the effect of a slap on the face.
- Keep it short. Review each statement you make and test its removal. If the letter has the same meaning without the statement, remove it.
- If you need the customer to do something in order to complete the problem resolution process, be clear and strong about it at the end of your letter. The customer will feel like a process has started – one that will reliably lead to a solution.
- Ask someone to check your letter for style, tone, friendliness, spelling and grammar.
- Re-read the letter and ask yourself if you would personally be happy with the tone, message and resolution if you were in the customer’s shoes. If you have followed corporate guidelines and you would not be happy with the resolution yourself, raise the issue with your manager before sending the letter.
- Do not respond to statements of anger or accusations. Keep your focus on resolving the problem in a positive manner.

State the customer’s importance (8)
Your continued business as a satisfied customer is vitally important to our success. We are constantly and actively working to improve our service levels and feedback such as yours is invaluable to this process. Thank you for bringing this matter to my attention. I will contact you soon to confirm that this solution meets your expectations. Please contact me should you have any further cause for concern.
To help me address this situation quickly, I need a bit of additional information from you. Could you please fill out the accompanying form and fax it directly to me at ...

Beschwerdebriefe professionell beantworten – Checkliste

VOKABELN ZUM TEXT
- guidelines Richtlinien
- to compromise einen Kompromiss schließen; hier: beeinträchtigen
- straw that breaks the camel’s back der Tropfen, der das Fass zum Überlaufen bringt
- to determine bestimmen; hier: feststellen
- accompanying begleitend

HIER ANHÖREN UND TRAINIEREN: Klick
Future perfect

The future perfect tense is most commonly used to describe an action that will be completed in the future before something else happens.

There are two forms:

1. **will** + [adverb] + **have** + past participle
2. **be** + [adverb] + **going to have** + past participle

Unlike the simple future, where the various forms can have different meanings in different contexts, the two forms of the future perfect can be used interchangeably. Examples:

**The “will have” form**

James will have written the proposal by tomorrow.

Will James have written the proposal by tomorrow?

James wird das Angebot bis morgen erstellt haben.

Wird James das Angebot bis morgen erstellt haben?

**The “be going to have” form**

Rebecca is going to have configured the printer by the time we need it.

Is Rebecca going to have configured the printer by the time we need it?

Rebecca wird den Drucker eingestellt haben, bis wir ihn brauchen.

Wird Rebecca den Drucker eingestellt haben, bis wir ihn brauchen?

**Placement of adverbs**

Note the location of adverbs like probably, only, never, always, still, likely, just, etc.: James will probably have written the proposal by tomorrow.

Wahrscheinlich wird James das Angebot bis morgen erstellt haben.

Rebecca is never going to have configured the printer by the time we need it.

Rebecca wird den Drucker nie eingestellt haben, bis wir ihn brauchen.

**Usage**

The future perfect can be used to express three concepts:

1. An action that takes place and completes in the future before another action takes place
2. An action that takes place and completes in the future before a specific time
3. An action that continues into the future up until another action takes place

**Concept 1**

An action that takes place and completes in the future before another action takes place:

**Future perfect 1**

Future | Past | Now | Future
---|---|---|---
Action 1 | | | |
Action 2 | | | |

We will have found your lost luggage by the time you arrive at the hotel.

Is she going to have collected enough market data before she meets with the CEO?

He will have made his first million by the time he is 20.

**Important!**

The Action 2 statements are always in the simple present tense because future tenses cannot be used in adverbial time clauses.

**Incorrect:**

We will have found your lost luggage by the time you will have arrived at the hotel.

Is she going to have collected enough market data before she is going to have met with the CEO?

He will have made his first million by the time he will have been 20.

**Concept 2**

An action that takes place and completes in the future before a specific time:

**Future perfect 2**

| Past | Now | Future |
---|---|---|
| Action 1 | | |
| Action 1 | | |

We are going to have contacted all seminar participants by the end of the week.

The customer is going to have received our complete proposal by the time they return from the tradeshow.

**Concept 3**

An action that continues into the future up until another action takes place:

**Future perfect 3**

| Past | Now | Future |
---|---|---|
| Action 1 | | |
| Action 1 | | |

He will have been in the US for three years by the time they realise his visa has expired.

They will have had our proposal for three months by the end of December.

Remember that adverbial time clauses (beginning with while, by, before, by the time, as soon as, etc.) can also be used at the beginning of the sentence. In all of the above examples, you are able to reverse the word ordering as follows:

By the time you arrive at the hotel, we will have found your lost luggage.

By the end of the week, we are going to have contacted all seminar participants.

By the end of December, they will have had our proposal for three months.

**Passive constructs follow the same rules:**

By the time you arrive at the hotel, your lost luggage will have been found.

By the end of the week, all seminar participants are going to have been contacted.
You’re at your company Christmas party and want to meet people. Start by introducing yourself: Hi, I’m Miriam Burkholz from Accounting. Then add a lead-in phrase like “So...” or make a funny statement like “I’ve decided all of the food for my family’s Christmas dinner this year will be orange.” What questions can you then ask to get your partner talking? Complete the following starter templates with the best issues. Use each issue only once, and choose the best for each question template. Tip: Memorise these templates so they’re ready-to-use at your company’s Christmas party with any topic you choose.

- The man worrying about tomorrow.
- Find time for anything.
- Make lemonade.
- Impromptu remarks.
- You get run over just sitting there.
- You can’t.
- My one thousand and sixty pairs of shoes.
- Make lemonade.
- What you think you are not.
- Put all your eggs in one basket and watch it.
- Trying to please everybody.
- Take it.
- Regret the time we spent wishing.
- Regretting the things that you’ve done.
- Help enough other people get
- Make the time to get it.
- The shots I never took.
- Pick the one you never tried before.

**ANSWERS**

1. If you always do what you always did, a) you’ll never find time for anything. b) make lemonade. c) you’ll always get what you always got.

2. It’s not what you are that holds you back, it’s a) trying to please everybody. b) regretting the things that you’ve done. c) what you think you are not.

3. You either get what you like or a) you get run over just sitting there. b) you like what you get. c) you pick the one you never tried before.

4. If you think you can, you can. And if you think you can’t, a) you can’t. b) you’re right. c) think again.

5. You can get everything in life you want if you will just a) make the time to get it. b) help enough other people get what they want. c) become what you could be.

6. The world is moving so fast these days that the man who says it can’t be done is usually interrupted by a) someone doing it. b) impromptu remarks. c) the man worrying about tomorrow.

7. Even if you are on the right track, you’ll get run over if you just a) take it. b) sit there. c) make lemonade.

8. When you come to a fork in the road, a) take it. b) pick the one you never tried before. c) put all your eggs in one basket and watch it.

9. I would rather regret the things that I have done than a) the shots I never took. b) my one thousand and sixty pairs of shoes. c) the things I have not.

10. Many of us spend half our time wishing for things we could have if we didn’t a) find time for anything. b) spend half our time wishing. c) regret the time we spent wishing.
These standard business words may be advanced, but they are frequently used even in conversation. Practise first with the attached flashcards, and then test your new vocabulary here!

Across
2. being or going along with
4. marriage partner
6. to express polite refusal
8. satisfied with things as they are
13. to introduce or set the stage for
14. spoken or done with little or no preparation and prompted by the occasion
15. the state of being impossible to be understood
17. characterised by clear, precise expression of words
18. a set of rules defining required processes and/or behaviours
19. to manufacture or create, sometimes in order to deceive

Down
1. boring
3. to be about to occur or to be threatening to occur
5. a place where a gathering takes place
7. to expose to danger or to affect negatively
9. to find out for certain
10. an intention
11. to be poor and in need of
12. characterised by modesty in behaviour
16. a stupid mistake

One of your customers, BeHappy Ltd. in Singapore, recently purchased three very heavy standing lamps from your company (the bases are made of marble, Marmor). After paying for the expensive shipping fees and waiting for more than a month, he opened the shipping crate, only to find that the bases on all three lamps were cracked. The lamps are useless, and the customer is angry that your packing did not protect against this. You just received his letter, dated 29 November, in which he states his complaint and asks that you ship three replacement lamps and use better packing materials. Using the information from the article on pages 5-6, put together the framework for a good response letter by filling in the following essential structural elements. Compare your letter with the sample provided in the answers section.

Dear Mr Mingo,
Replacement of damaged marble lamps

1

2

3

4

5

6

7

Yours sincerely,
Sehr geehrte Leser,

vielen Dank für Ihr Vertrauen in unsere Produkte und Ihre Bestellung. Wir hoffen, dass Ihnen die aktuelle Ausgabe gefallen hat. Da wir den OWAD Business English Trainer möglichst exakt nach Ihren Wünschen erstellen möchten, bitten wir Sie um Ihre Meinung:

Ihr Feedback zur Dezember-Ausgabe

<table>
<thead>
<tr>
<th>Seite</th>
<th>Rubrik</th>
<th>weniger interessant</th>
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<td>1, 2</td>
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<td>3, 4</td>
<td>LANGUAGE SKILLS</td>
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<td>5, 6</td>
<td>CORRESPONDENCE</td>
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<td>7</td>
<td>GRAMMAR</td>
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<td>TRAINING</td>
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Über Ihre Themenwünsche und Anregungen freuen wir uns sehr:


Vielen Dank für Ihre Mühe

Ihr OWAD Business English Trainer-Team
**Exklusiver Service von OWAD**

**Liebe Leser,**


Falls Sie Probleme haben sollten, wenden Sie sich bitte per E-Mail an unseren Kundenservice: obet@insiders-english.com

**Viel Spaß beim Lernen.**

Ihr

OWAD Business English Trainer-Team

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**impending**

bevorstehend, drohend

to be about to occur or to be threatening to occur

**dull**

langweilig

to pull out all the stops

alle Register ziehen

to use all resources available with no limit

**boring**

langweilig

**venue**

Lokalität

a place where a gathering takes place

**to scratch the surface**

oberflächlich anreißen

to investigate, treat or consider something superficially

**humbly**

bescheiden

characterised by modesty in behaviour
<table>
<thead>
<tr>
<th>Word</th>
<th>Translation</th>
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<tbody>
<tr>
<td>spouse</td>
<td>Ehegatte</td>
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<tr>
<td>to fabricate</td>
<td>fabrizieren</td>
</tr>
<tr>
<td>marriage partner</td>
<td></td>
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<tr>
<td>to manufacture or create, sometimes in order to deceive</td>
<td></td>
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<tr>
<td>chum</td>
<td>Kumpel, guter Freund</td>
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<tr>
<td>bigwig</td>
<td>hohes Tier</td>
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<tr>
<td>a good friend</td>
<td></td>
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<tr>
<td>a very important person</td>
<td></td>
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<tr>
<td>leisure time</td>
<td>Freizeit</td>
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<tr>
<td>significant other</td>
<td>Lebensgefährte</td>
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<tr>
<td>time away from responsibilities for relaxation or other activities</td>
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<tr>
<td>loaded question</td>
<td>heikle Frage mit Zündstoff</td>
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<tr>
<td>open bar</td>
<td>Bar mit Freigetränken</td>
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<tr>
<td>a question that leads the other person to an unpleasant or explosive answer</td>
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<tr>
<td>English</td>
<td>German</td>
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<td>---------------</td>
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<tr>
<td>loo (BrE)</td>
<td>Klo</td>
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<td>water closet</td>
<td>W.C.</td>
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<tr>
<td>scrumptious</td>
<td>köstlich</td>
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<tr>
<td>greatly pleasing to the taste</td>
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<tr>
<td>to decline</td>
<td>höflich ablehnen</td>
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<tr>
<td>to express polite refusal</td>
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<tr>
<td>blunder</td>
<td>Patzer</td>
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<td>a stupid mistake</td>
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<td>toast</td>
<td>Trinkspruch</td>
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<td>succint</td>
<td>präzise zusammengefasst</td>
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<td>to frame</td>
<td>einleiten</td>
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<tr>
<td>to introduce or set the stage for</td>
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<tr>
<td>impromptu</td>
<td>aus dem Stegreif</td>
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</table>
unintelligible

the state of being impossible to be understood

fork in the road

the point at which something separates into two or more directions

good will

an attitude of kindness or friendliness

to make ends meet

to have enough money to pay the bills

contented

satisfied with things as they are

resolution

1. an intention; 2. the state of being firmly determined

latch

a door lock that is opened from the outside with a key

to want

to be poor and in need of
guidelines
Richtlinien
A set of rules defining required processes and/or behaviours

to compromise
beeinträchtigen
to expose to danger or to affect negatively

straw that breaks the camel’s back
der Tropfen, der das Fass zum Überlaufen bringt
the final irritation, which, even though minor, makes one lose his patience

to determine
feststellen
to find out for certain

accompanying
begleitend
being or going along with