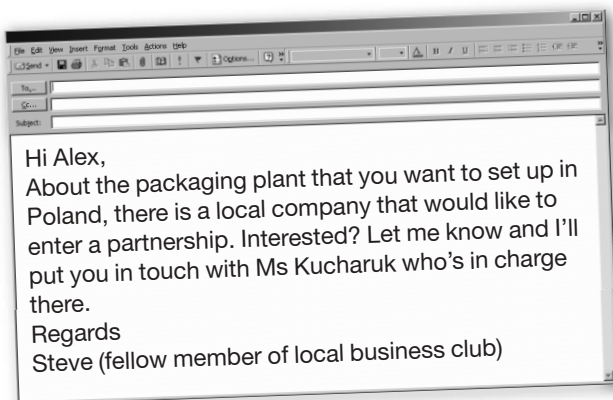
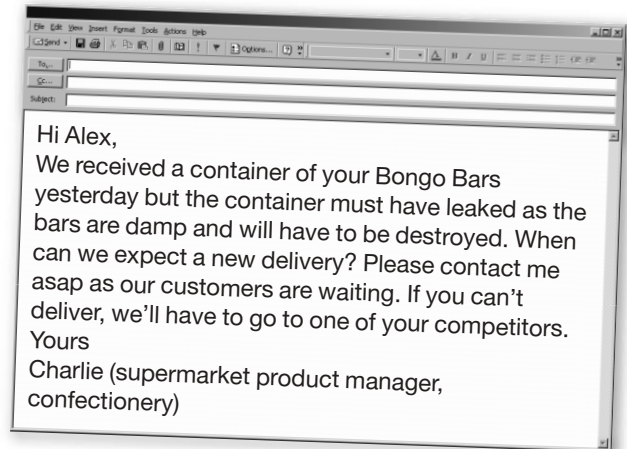
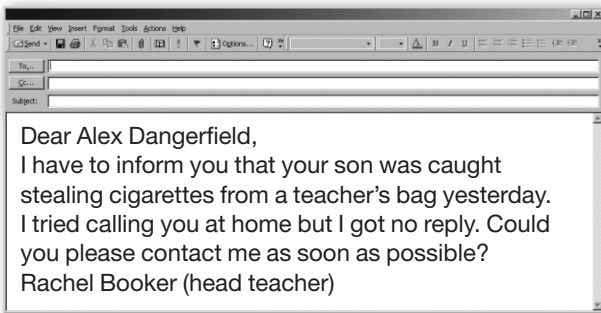
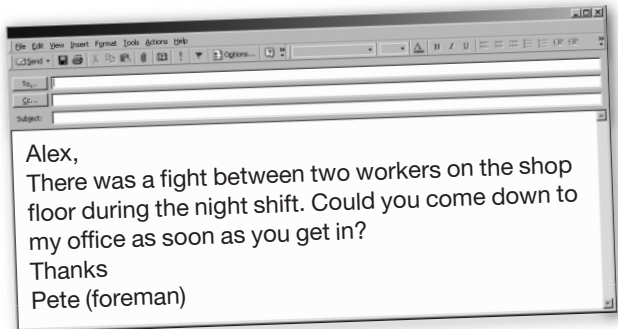
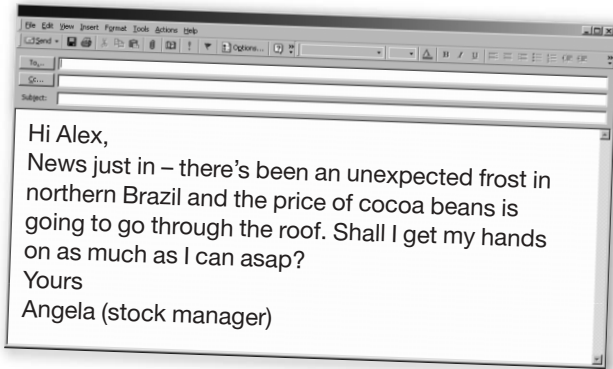


12a Who's first?

Jeremy Taylor/Jon Wright

- 1 You are the manager of a small chocolate factory and one morning you receive five e-mails. Put the messages in order of importance (1= most important) and then compare with your partner.



- 2 Now discuss which of the messages you would respond to (a) by e-mail (b) by phone or (c) in a face-to-face meeting. Give reasons for your answers.
- 3 Choose one of the following tasks:
- write an e-mail in reply to the message you thought was most important.
 - roleplay one of the situations with a partner.