PROCESO GESTIÓN DEL TALENTO HUMANO

FORMATO INFORME MENSUAL EJECUCIÓN CONTRACTUAL

Bogotá y 20 de septiembre de 2023

Señor
ROBERTO MARTINEZ CASTRO
SUPERVISOR CONTRATO No. **CO1.PCCNTR.5225933**
Coordinador Académico Jornada Madrugada
Dependencia Jornada Madrugada
Bogotá

Asunto: Informe mensual de ejecución contractual Mes septiembre del año 2023

Referencia: No **CO1.PCCNTR.5225933** del año 2023

OSCAR DAVID RODRIGUEZ BERNAL, identificado con la cédula de ciudadanía No. 1.033.719.197 de Bogotá, en mi calidad de Contratista del SENA, en Jornada Madrugada, en cumplimiento del Contrato de Prestación de Servicios de la referencia, a continuación, presento el Informe de actividades realizadas en el mes objeto de cobro.

Valor y forma de Pago: El valor total del presente contrato asciende a la suma de VEINTE MILLONES QUINIENTOS CUARENTA Y SIETE MIL NOVECIENTOS CINCUENTA Y UN PESOS ($20.547.951) COP, incluido IVA (de conformidad con el régimen tributario a que pertenezca el contratista). Esta suma será pagada por el SENA al contratista de la siguiente manera: a) UN (1) primer pago correspondiente al mes de JULIO de 2023, por valor de Un Millón Ochocientos Ochenta MIL Doscientos Cinco pesos ($1.880.205) M/cte. b) CUATRO (4) pagos iguales correspondientes a los meses de AGOSTO a NOVIEMBRE de 2023, por valor de Cuatro Millones Veintinueve mil Diez pesos ($4.029.010) M/cte. cada uno. c) UN (1) pago final correspondiente al mes de DICIEMBRE de 2023, por valor de Dos Millones Quinientos Cincuenta y Unos Mil Setecientos Seis pesos ($2.551.706) M/cte.

Plazo: Será hasta el 19 de diciembre de 2023.

OBJETO:
Prestar servicios personales de carácter temporal, orientando la Formación Profesional Integral, de acuerdo con la programación definida por el Centro de Gestión Administrativa para las jornadas diurna, nocturna, madrugada y fines de semana en su sede principal, subsede y organizaciones, ejecutando acciones bajo la modalidad presencial para Formación Titulada y/o Formación Complementaria y/o acompañamiento en Etapa Productiva de la red de conocimiento Gestión Administrativa y Financiera en las áreas temáticas: Bibliotecas, Gestión Administrativa, Gestión Documental y Talento Humano.

Obligaciones Especificas: (Trascriba las obligaciones específicas del contrato, dentro del siguiente cuadro)

No	Obligaciones	Acciones realizadas	Evidencias
1	Orientar Formación Profesional Integral a los aprendices según programación de fichas.	Guías, talleres, actividades en plataforma virtual, estrategias didácticas activas y Socializar.	Plataforma Sofía plus. Documentos de calidad en drive, territorium.
2	Acompañamiento a los aprendices en el desarrollo de procesos formativos y/o productivos.	Guías, talleres, actividades en plataforma virtual, estrategias didácticas activas y Socializar.	Plataforma Sofía plus. Documentos de calidad en drive, territorium.
3	Actualizar contenidos y tecnologías en las diversas competencias del programa de formación.	Guías, talleres, actividades en plataforma virtual, estrategias didácticas activas y Socializar.	Plataforma Sofía plus. Documentos de calidad en drive, territorium.
4	Elaboración y entrega de formatos y documentos requeridos en el proceso académico administrativo.	Guías, talleres, actividades en plataforma virtual, estrategias didácticas activas y Socializar.	Plataforma Sofía plus. Documentos de calidad en drive, territorium.

A continuación, relaciono los desplazamientos que realicé previo a la presentación de este informe. Una vez finalizado cada desplazamiento presenté al ordenador del gasto el informe en el Formato Informe Legalización Desplazamiento Contratista GTH-F-087, en el que se describieron las actividades desarrolladas y los resultados de cada desplazamiento. Cada informe cuenta con el visto bueno del Supervisor.

Se lista a continuación el soporte de la legalización de los desplazamientos realizados, los cuales forman parte integral del presente informe de ejecución contractual.

ITEM	No DE LA ORDEN DE VIAJE	LUGAR DE DESPLAZAMIENTO	FECHA DE DESPLAZAMIENTO INICIAL	FECHA DE DESPLAZAMIENTO FINAL
1.				
2.				

Nota 1: Por cada desplazamiento que haya realizado el contratista, adjuntará el respectivo informe que la soporte. En caso de haber realizado el desplazamiento en fecha posterior a la presentación del informe de ejecución contractual, deberá reportarlo en el siguiente informe de ejecución contractual.

Para el trámite de la cuenta me permito adjuntar: Documentos electrónicos enunciados como evidencias del cumplimiento de las obligaciones contractuales y los desplazamientos realizados y el No. **7892167518** de la planilla, operador SOI y periodo agosto. (Decreto Ley 2106 de 2019 – "Decreto Ley Antitrámites")

Evidencias en (2) folios

Cordialmente,

Firma

Oscar David Rodríguez Bernal

Contratista

C.C. No. 1.033.719.197

Recibí a satisfacción:

Firma

ROBERTO MARTINEZ CASTRO

Supervisor Contrato CO1.PCCNTR.5225933 de 2023

Coordinador Académico Jornada Madrugada

SENA	**PROGRAMA DE FORMACIÓN:** Técnico en Asistencia Administrativa	Centro de gestión administrativa CGA Madrugada

To work this week	In this opportunity we will work on the present continuous, using vocabulary of sales, vendors and we will also work on an audio activity.

Present Continuous

Name: _____ Course: _____

1) Add -ing to the verbs.



1. See
2. Study
3. Do
4. Study
5. Find
6. Watch
7. Go
8. Buy
9. Take
10. Write

2) Complete with the verb to be and then choose and write in the correct form the verb in each sentence.



1. He _____ _____ (Complete / pay) the promissory note in the bank.
2. I _____ _____ (write /do) a sale right now.
3. The company _____ _____ (Use / forget) the electronic bill this year.
4. Sarah _____ _____(Read / create) books about sales now.
5. The accountant _____ _____ (Ask / work) in her office just now.
6. Jackson _____ _____ (Sell / do) a purchase.
7. The boss ____ _____ (Hire / give) employees this week.
8. They _____ _____ (Built / drive) strategies to sell products.
9. We _____ _____ (Create / drive) the budget in this moment.
10. The Chief Technology Officer _____ _____ (Watch / observe) the reaction of users to the product.

3) Create an acorstical about being a good seller.

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4) Organize the next sentences in present continuous.

a) are / What / doing / you / now / ?

b) this / is / What / studying / she / in / moment / ?

c) they /now / working / Where / are / just / ?

d) Sarah / What / now / is / reading / right / ?

e) / a / Is / Who / buying / purchase / now





5) Create negative, affirmative and interrogative sentences following the instruction using the verbs in parenthese.

A) (create) (she) Negative:

_____

B) (make decisions) (we) Affirmative:

_____

C) (Improve) (her boss) Affirmative:

_____

D) (Believe) (you) Interrogative:

_____

E) (Do) (she) Negative:

_____

Listening comprenhension

- Listen the conversations and then answer the questions, or complete the sentences.



	PROGRAMA DE FORMACIÓN: Técnico en Asistencia Administrativa	Centro de gestión administrativa CGA Madrugada

1) She is _____ the sink.

2) What's Bob doing ? _____.

3) What's _____ doing? She is _____ her room.

4) We are _____ our apartment .

5) What are your _____ doing? They are doing their _____.

6) Are you busy? Yes I am , I _____.

7) Is Roger Busy? Yes, he is . _____.

8) Is July busy? Yes, she is. She _____.

9)Mr. Mifflin. He is busy because he is _____.

10)Mrs Mittal is also busy because she is _____.

11) What is Mr. Miller doing? _____.

12) What is Mr.Ming doing? _____.

13) Why is Lisa Busy? _____.



To work
This week, we will work about how do you create a guide for the elaboration of reports in the company.

Reports

The issuance of reports is in charge of officials or authorized employees, through administrative act or in the fulfillment of its functions.

The reports are prepared on paper with a logo symbol, in accordance with the internal regulations of the organization.

NOTE: This provision must be taken into account in accordance with the cost policies of each organization.

If necessary, it is recommended to prepare a reference document when submitting the reports administrative, whether they are sent by intranet or email.

When there are annexes in a report, it is recommended to make their identification, description.

Characteristics of the writing and presentation:

The reports should take into account the following aspects:



- Deal with only one topic per report.
- Write in a clear, precise, concrete, and concise way .
- Use courteous and respectful treatment .
- Write in an impersonal way (projected, studied).
- Use standard formats, in accordance with the manuals of each organization.
- Arrange the order in which the activities carried out are to be described and counted.
- Choose the appropriate technical language, as well as the tone to present the facts.

Use of the report

In accordance with the objectives of the report, it is recommended that the sender consider the following uses:

- Regulate or clarify a situation.

- Inform about a fact, express needs, or make requests.

- Process, develop or expedite a matter.

- Reiterate information, an urgent request or request.

-Contest or correct a situation.

- Present details about a certain aspect.



Report classes



The reports can be:

a) Executive summary, which has one to three pages.

b) Short report, consisting of one to 10 pages.

c) Long report, 11 pages onwards.

There are periodic and sporadic reports, in accordance with the entity's requirements.

Among them we have commercial, technical, activity, management, project, research or financial.

Executive Summary



This type of brief report is used to:

- Inform about the development of an organizational event.

- Record the procedure carried out during the verification of matters administrative.

- Report extraordinary events that occurred during a meeting.

- Publicize different aspects of administrative or verification visits.

- Present a summary of an evaluation and certification process.

- Prepare a summary of the inappropriate behavior of a piece of equipment (machinery), group of people or an individual.

It may or may not have a cover. In case of not having it, it is replaced by a heading.

- It is recommended that the abstract include:

- Heading, made up of company name, dependency, number or code, title, place of origin and date of manufacture.

- Authorship of the executive summary.

- Objectives.

- Numerals or themes.

- Conclusions and recommendations.

- Signature.



Short report

It is recommended that this report does not have a title page, but a heading (although the author can use any element of the long report that he deems appropriate). It is recommended that the summary include elements such as:

- Heading: company name, dependency, code, title, city or municipality of origin and date of elaboration.

- Authorship of the short report.

-Objectives.

- Chapter or chapters.

- Conclusions and recommendations (optional).

-Signature.



- **Header:**

It is made up of the elements described below.

- **Company name:**

It is only written when the paper or support does not have a letterhead that identifies the organization.

In this case it is located within three or four centimeters of the upper margin of the sheet, against the left margin and in a sharp capital letter.

Example: CENDAP LTDA.

- **Dependency:**

Corresponds to the section, department, or division where the abstract originates. Is written leaving zero to a free interline of the upper margin of the leaf (3 cm or 4 cm), with initial capital letter and on the left margin.

- **Code:**

When there is a dependency code or special coding of the reports (summaries executives), is written along the same lines as dependency.

Example: Training Department DC-048

- **Tittle:**

It is the subject of the executive summary. It is written with two free spacing from the dependency, capitalized and centered.

EXAMPLE OF TRAINING BASED ON LABOR COMPETENCE STANDARDS

Place of origin and date of manufacture. It is written against the left margin, 2 or 3 free interlines from the title, in capital letters sharp and followed by a colon (:).



Authorship of the executive summary

Against the left margin and in initial capital letter, followed by a colon, it is written at two free spacing of the date, preceded by the expressions prepared by, prepared by or responsible.

The data of the date of preparation and of the person responsible for the summary are tabulated in two spaces of the longest expression. In the case of several authors, it is taken into account that if there is an author and a co-author, they appear in that order; if they are in the same authorship condition, they are listed in alphabetical order of surname.

- **Objective:**

The executive summary may have one or more objectives that briefly describe the purpose thereof. They can be stated in a single paragraph or presented like this:

Two to three free spacing of the last people responsible for the summary and on the left margin, the target word (s) is written followed by (:) and capitalized. In case of requiring more than one line, the second and subsequent lines return against the left margin.

When there are multiple targets, they are numbered and stated at single spacing, reserving the tabulation.

Example 1:



Objective: Present a report on the evaluation process in the Customer Service standard.

Example 2:

Objectives:

1. Comply with the requirement for the final contract of the contract

2. Prepare a report or summary that covers the entire competency-based training process labor.

3. Present conclusions on ...

4. Make recommendations for ...

Topics or numerals

The executive summary generally contains one or more precise and succinct topics. Yes, it is more than one is listed and enunciated. They start two free spans after the last line of the previous paragraph and after the title, a free line is left to type the text correspondent.



Example 1 (From Unnumbered Chapter)

AWARENESS AND DEVELOPMENT OF THE PROCESS

As an essential part of the training, it was necessary to sensitize all those shortlisted ...

Example 2 (From numeral and title)

1. AWARENESS AND START OF THE PROCESS

Awareness-raising took place on Monday, March 17, 2009, from 8 a.m. to 11 a.m. 50 people attended, of which were selected 20. ...

2. TRAINING AND EVALUATION

The respective program and schedules were sent, as well as the evaluation plan ...

Subsequent pages

When two or more sheets are needed, they must be identified

Conclusions

It is essential that the words conclusions, recommendations, suggestions, or proposals are write in sharp capital letters and against the left margin, two free interlines of the last line of the text. The first line of writing starts two lines between the title.



Names, positions, and signatures

At the end of the body of the executive summary, the author or authors must sign it. The name is note in sharp capital letters, four to five free interlines of the last paragraph and the charge is written below.

If several signatures are necessary, these are distributed at the discretion of the authors, one below the other or in pairs; in the second case, if the number of signatures is odd, the last one is written centered.

Rubric

Depending on the topic covered in the executive summary and, for security reasons, the author or authors may write your rubric on each of the pages of the same, in the lower part of the left margin.

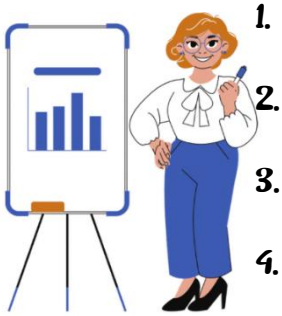
SENA	**PROGRAMA DE FORMACIÓN:** Técnico en Asistencia Administrativa	Centro de gestión administrativa CGA Madrugada

To work this week	In this opportunity we will work on the present perfect , using vocabulary of sales, the service triangle and also the reading comprenhension.

Present Perfect

Name: _____ Course: _____

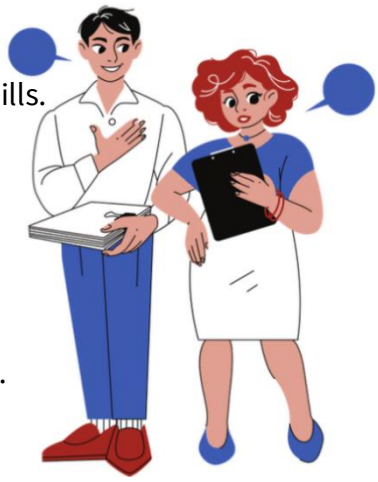
1) Change the verbs in past participle form .



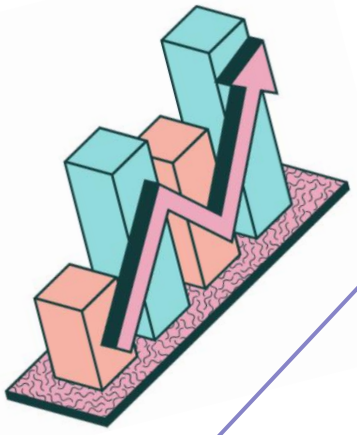
1. See _____
2. Study _____
3. Do _____
4. Study _____
5. Find _____
6. Be _____
7. Go _____
8. Buy _____
9. Take _____
10. Write _____

2) Complete with the present perfect each sentence in the correct form :

1. He _____ _____ (not / be) in the office for 3 days.
2. I _____ _____ (write) a sale.
3. The company _____ _____ _____ (always / Use) electronic bills.
4. _____ _____ _____(she / read) books about sales ?
5. _____ _____ _____ (you / eat) lunch yet?
6. Jackson _____ _____ (not /study) French for 2 years.
7. The boss ____ _____ (Hire / give) employees this week.
8. Where _____ _____ (you / be) recently?
9. We _____ _____ _____ (seen) the budget of the company.
10. It _____ _____ (rain) a lot of this week.



3) Complete the service triangle.



4) Organize the next sentences in present perfect.

a) recently / have / What / been / you / doing / ?

b) already / my / done / have / I / homework

c) three / has / here / She / lived / for / years.

d) this / since / been / have / you / in / job / June / ?



f) not / has / she / been / in / yet / Japan

5) Create negative, affirmative and interrogative sentences following the instruction using the verbs.

Present perfect exercises

A) (Do) (she) Negative:

_____

B) (Be) (we) Affirmative:

_____



C) (see) (the children) Affirmative:

_____

D) (eat) (you) Interrogative:

_____

E) (study) (he) Negative:

_____

6) Read the reading and answer the questions.



Hello, my name is Lucy. We are having a busy day today, because my family and I are doing a lot of household chores. Luckily everyone is helping each other and sharing the work. I have just given a short break to have a cup of tea and rest. I have helped my mom with the laundry and taken out the garbage so far. I have also tidied my room and placed all my books on the bookshelves. I have fed our dog, Cooper but I haven't washed him yet because there isn't any shampoo left. I need to go to supermarket and buy some. My

father Steve is working in the garden now. He has wiped all the windows and mowed the lawn. He hasn't watered the trees as it was rainy all day yesterday. He has washed our car and planted new red roses into the pots. He hasn't cleaned the bathroom yet. I think he will do it after lunch. My mom, Sarah has vacuumed the floor, done the laundry and cooked lunch for us. She has also done some ironing, but she hasn't washed the dishes yet. I think she will do it later today. My sisters, Shirley and Diane have dusted all the furniture and mopped the floor. They have cleaned the toilet and folded the clothes. They haven't loaded the dishwasher or set the table yet. They are having a break just like me now as they are exhausted. I love helping my family with the household chores and I'm glad that there is a perfect cooperation between all the family members. Now that I have finished my cup of tea I have to go to the supermarket for Cooper's shampoo and some bread.



Bye for now

A. Why are Lucy and her family members busy today?

_____.

B. Who has taken the garbage out?

_____.

C. Why hasn't Lucy washed the dog yet ?

_____.



D. Has Steve planted new red roses yet?

_____.



E. Who has wiped all the windows?

_____.

F. What has Sarah done so far?

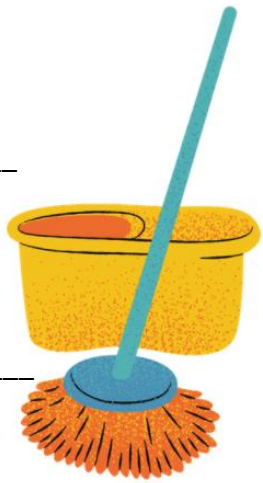
_____.

6. Have Shirley and Diane set the table yet?

_____.

7) Write true or false according to the reading

a) Lucy hasn't helped anyone in her family so far today. _____
b) Steve has cleaned all the windows and washed the car. _____
c) Sarah hasn't washed the dishes, but she has vacuumed the floor. _____
d) Lucy hasn't washed Cooper as it rained all day yesterday. _____
e) Shirley and Diane have given a break as they are very tired. _____
f) Steve can clean the toilet now because he has had lunch. _____
g) Sarah has helped her daughters, Shirley and Diane with mopping. _____
h) Steve hasn't watered the trees as they didn't need any. _____
i) Lucy has tidied his room, but he hasn't fed the dog yet. _____



	PROGRAMA DE FORMACIÓN: Técnico en Asistencia Administrativa	Centro de gestión administrativa CGA Madrugada

To work this week	In this opportunity we will see how to write an e-mail , the differences between formal and informal email and some ideas to greet and ending phrases.

How to write an e-mail

1. Look at this video before to read:

- https://youtu.be/3-QoPcJHQws

2) Read the differences between formal an informal email.



Writing a Friendly Email

1. Know when a friendly email is appropriate. Friendly emails should be reserved for loved ones, including friends, family, and romantic partners. If the message is casual in nature and you are sending it to someone you are on informal terms with, you can send a friendly email.
   - The only time you would not send a friendly email to a family or friend would be if you are sending a group email of an official nature, like a plea for donations or sale advertisement. Since these emails will likely be sent to people who you are not on casual terms with, as well, you must gear the email toward them.

2. Keep the subject line casual. A subject line is not strictly essential, but it is still a good idea to include a subject. Keep it short, sweet, and to the point.
   - If you are just writing an email to catch up with a friend, you could include a humorous subject line or one as simple as "Long time no see!"

Writing a Formal Email

1. Understand when formal emails are necessary. You should use a formal email when you are writing someone you are not on casual terms with. This includes, among others, supervisors, co-workers, clients and customers, instructors, and community or political officials.
   - Note that you may find that strict formal emails are not necessary with someone who falls into one of these categories once you build a working relationship with that person. When a "formal" email becomes a little too rigid, you should write a "semi-formal" email.
   - The tone of your message can be a little more conversational, but you should stay away from Internet slang.

2. You should still include your signature, but you may not need to provide all your contact information below your name.

- If you are writing with a purpose, mention what that purpose is. For example, if you decide to write an email about a group outing, label the email with a subject that specifically mentions that outing.

3. Consider addressing the recipient by name. For a friendly email, this is not strictly necessary, but it is still a polite way to begin the body of your message.
   - Your salutation can be as simple as stating the person's name:

     ✓ "Bob,"

   - Alternatively, you can include a friendly greeting with that name, as well:

     ✓ "Hey Bob!"
     ✓ "Hi Bob,"
     ✓ "Morning Bob!"

4. Write your message clearly but keep your language casual. The body of your message should be easy to understand, but the tone should be informal and conversational.
   - Read your email and ask yourself if the content of the email sounds like the way you speak in person. If so, then you've achieved a good tone for a friendly email.
   - Use contractions. Contractions are not a part of formal writing, but they are a common part of everyday conversation, making them appropriate for a friendly email.
   - Feel free to use slang. If desired, you can include Internet slang: "thx" instead of

- Include an informative subject. The subject should be brief but accurate.
- Get straight to the matter at hand.

Example:

✓ "Essay question" (when writing an email to a professor asking for details about an essay assignment)
✓ "Application for Management Job Ad" (when sending an email in response to a job ad)
✓ "Problem with Part #00000" (when typing an email to request customer service or to report a technical problem)

3. Type a formal salutation. A formal salutation should include the word "Dear" followed by the receiver's name. Use the receiver's last name and an appropriate title and follow the salutation with a colon.

Example:

✓ "Dear Mr. Smith:"
✓ "Dear Ms. Jones:"
✓ "Dear Dr. Evans:"

4. Make sure that the body of your email is concise and accurate. Restrict the content of your email to a few paragraphs that directly address the subject of your email. Use formal language and make sure that your spelling and grammar are accurate.

✓ Avoid the use of contractions.
✓ Do not use Internet slang or emoticons.

5. Include an appropriate closing. The most common closing is "Sincerely," but there are

"thanks," "4" instead of "for," "l8r" instead of "later," etc.

- Also use emoticons when appropriate. :)

5. Consider signing your name. Like salutations, a closing or signature is not strictly necessary for a friendly email, but it can be a good way to end the message.
   - Your closing can be as simple as your name:
     - "Jen"
     - "-Jen"
   - You can also get a little more creative with your closing:
     - ✓ "Later! Jen"
     - ✓ "This email will self-destruct in 3...2...1..."

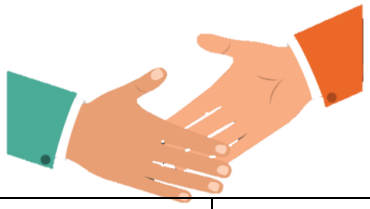


a few others that can work, as well. Keep the closing polite and follow it with a comma.

- Other possible closings include:
  - ✓ Regards
  - ✓ Yours faithfully
  - ✓ Best regards
  - ✓ Thank you
  - ✓ Best wishes

6. Provide contact information in your signature, when appropriate. Include your full name below the closing of your email. Below your name, you may want to include your official title and any contact information that come in handy.
   - Your title, if you have one, should include your position and the name of the company or institution you are a part of.
   - Include your telephone number, fax number, and email address, at minimum. You may also wish to include your mailing address and website URL.

Greetings:



Formal	Informal
1. Dear [Name],	1. Hi [Name],
2. To whom it may concern.	2. Hi there,
3. Good afternoon.	3. Hey [Name]!

4. Allow Me to Introduce Myself.
5. Hope this email finds you well.
6. I'm reaching out because …
7. [Somebody] recommended getting in touch with you.
8. Dear Human Resources Manager.
9. It's my pleasure to inform you…
10. I'm emailing you to…

Follow-up Greetings

1. I am getting back to you as we agreed.
2. I am following up on our call
3. As I promised here is an update
4. Here I am with the details about …
5. Just checking in…
6. Do you have any updates?
7. Are you still interested?
8. Sorry, it took me a while to get back to you.
9. Thank you for your e-mail regarding the…
10. With reference to our phone conversation…
11. Can you please let me know if you are available on the 10th of September?

4. Hi, how are you?
5. Congratulations on [person's achievement]
6. Hello from the other side.
7. It's me again.
8. Hey, did you have your first coffee already?
9. Hey, it's me.
10. Greetings.
11. Don't worry, I'll keep this short.
12. Happy Monday!
13. Hi. Just a quick note to tell you …
14. Thanks for your email. It was great to hear from you!
15. I wanted to ask you if …

12. I would appreciate it if you could send me a reply to my previous email. 13. Can you please call me back regarding our last meeting? 14. I was wondering if you were able to check our products since our last talk. 15. We are happy to let you know that you've been selected for the marketing assistant position. 16. Please let me know if I can be of further assistance. 17. If you need any help, please let me know. I would be happy to help you!	

Ending phrases

Expressions with a future focus 1. I look forward to hearing from you soon / meeting you next Tuesday. 2. I look forward to seeing you soon. 3. I'm looking forward to your reply. 4. We hope that we may continue to rely on your valued custom. 5. We look forward to a successful working relationship in the future. 6. Please advise as necessary. 7. I would appreciate your immediate attention to this matter. Expressions for showing them you want to help:	Useful closing greetings for emails 1. Best regards. 2. Sincerely yours. 3. Sincerely. 4. Yours…. 5. Best wishes. 6. Regards. 7. All the best. 8. Bye for now. 9. Take care. 10. Kind regards. 11. Yours sincerely. 12. Yours faithfully. 13. Hugs and kisses. 14. Lots of love.

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1. If I can be of assistance, please do not hesitate to contact me. 2. If you require any further information, feel free to contact me. 3. If you require any further information, let me know. 4. Please feel free to contact me if you need any further information. 5. Please let me know if you have any questions. 6. I hope the above is useful to you. 7. Should you need any further information, please do not hesitate to contact me. 8. Please contact me if there are any problems. 9. Let me know if you need anything else 10. Drop me a line if I can do anything else for you.	15. See you. 16. Yours truly. 17. Cheers.

More about how to write an E-mail.

1. Closing lines with apologies/ Closing lines when responding to complaints

- I hope that is acceptable with you.
- Hope that is okay (with you).
- Once again, please accept our apologies for any inconvenience caused/ for the inconvenience caused/ for the delay/ for…
- Thanks for your patience. / Thank you for your patience.
- Thank you for your understanding.
- Sorry about the complications.
- Sorry, this is taking so long to sort out.
- Sorry for any trouble caused.
- We would like to apologize in advance for any inconvenience caused.
- Sorry for the delay (in arranging this/ in…)
- As I said, I really sorry about all that/ about….



2. Social closing lines/ Friendly closing lines

- Have a good evening/ day/ weekend/ break/...
- Hope you have a good vacation/ journey home/…
- Hope you have the chance to enjoy the nice weather/ the cherry blossom/ the holiday/…
- Good luck with….
- All the best with…
- Send my love to John. / Say "Hi" to John from me. / Please send my (best) regards to John.

✓ **Examples of formal emails**

1. **Delay with the delivery of an order**

Subject: Delivery delay

Dear Mr Pascal,

We regret to inform you that we will not be able to respect the deadline previously agreed for the delivery of your order. Our supplier has warned us today that they are experiencing supply problems, which will result in a delay in our production chain. We count on your understanding and thank you for your patience.

Please accept our apologies.

Best regards, …

2. Replying to a job advertisement

Subject: Web Content Editor position

Dear Sir/Madam,

With reference to your job ad in xxx, I would like to submit my application for the position of Web Content Editor in your company.

I graduated in Communication Sciences at the University of xxx and worked for several years in a Digital Agency as Content Specialist. I believe my skills and experience are in line with the requirements for the job position. I will be glad to introduce myself in an interview, that will allow you to better evaluate my possible recruitment.

Please find attached a copy of my resume. I look forward to hearing from you.

Yours faithfully,

…

3. Sending a product catalogue

Subject: New product catalogue

Dear Ms.Chapman,

Following your request, we have recently sent you our new catalogue. We are convinced that it will enable you to see the quality of our products. Our local agent will contact you soon to arrange a meeting on a day and time that suits you in order to discuss in detail how our products can be of benefit to your company's needs.

For further information, please do not hesitate to contact us.

Yours sincerely, ….

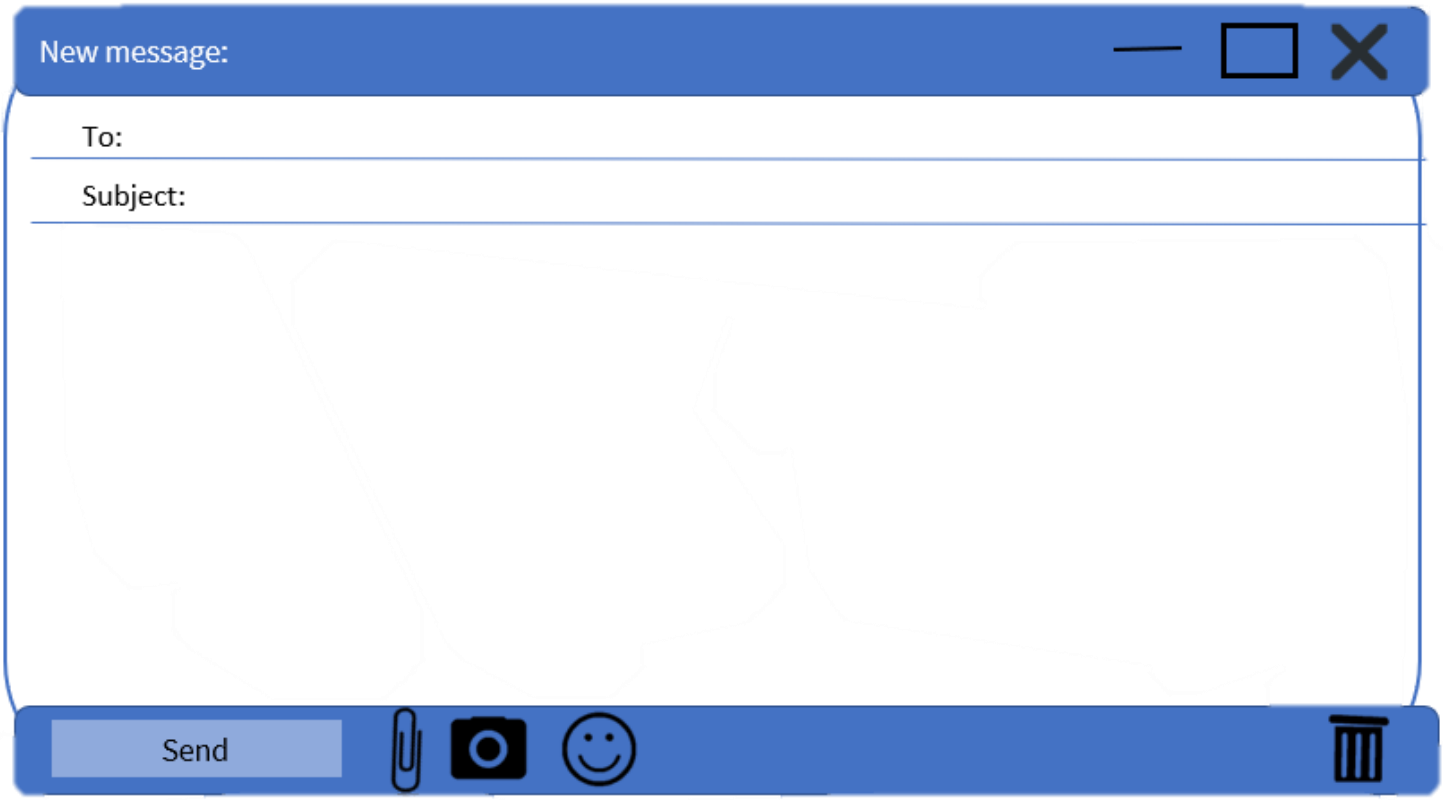
Let's go to practice!!

3) Now is your turn to create an informal email to someone you want according to the following situation.



Imagine that you have been lived in somewhere that you have always wanted, you are going to write to someone, what you have been done, what you have seen, what you have met, using the following vocabulary:

Been – visited – tried- always – gone



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4) Write True or False depending on the sentences.



1. Emails are usually not very long. _____
2. Emails are usually more informal than letters. _____
3. Emails can have very informal grammar like “gonna” for “going to”. _____
4. Informa emails usually use the same abbreviations that you find in text messages like be4 instead before. _____
5. In formal emails you avoid the use of contractions. _____

5) Complete the following email using the phrases in the box.

We would be grateful if you could- I also attach – I can confirm – please call our office – thank you for your enquiry – we would be happy -

Dear Mr. Rodríguez.

_____ about the office space in Main Street. _____ to arrange a viewing of the premises. _____ on 312 456 77 to fix a suitable time. _____ that the office space includes private bathroom facilities.

_____ a copy of our request form.

_____complete this and return it to us so that we can inform you of any other suitable office space which may be available.

Your sincerely,

Amy Winehouse.

6) According to the formal email procedure, create one email message answering or requesting any type of information in your GAES project.

