

Functional language for BULATS Writing

Brainstorm at least two phrases for each of the typical BULATS Writing functions below.

- 1. Asking for permission**
- 2. Giving instructions**
- 3. Predicting and describing future possibilities**
- 4. Making suggestions/ recommendations**
- 5. Expressing needs and wants**
- 6. Mentioning problems**
- 7. Giving reasons**
- 8. Suggesting appointments/ meetings**
- 9. Inviting**
- 10. Making offers**
- 11. Making enquiries/ Asking for information**
- 12. Making complaints**

Match the sections below to the headings above.



- ... doesn't work.
- ... is broken.
- ... is totally messed up.

- Can you fill me in on...?
- I need info about...
- I don't have a clue about... Do you know anything about this?
- Are you the right person to ask about...?
- I was not satisfied with...
- Unfortunately, it did not meet the high standards that I expected.

- Do these things:
- Don't forget to...

- It definitely will/ will/ will probably/ might/ could/ probably won't/ certainly won't happen
- There is a 35% chance of this happening.
- I confidently predict that...
- We are sure to see...
- ...in the next quarter/ in the coming year/ by the end of this financial year
- There is no doubt in my mind that...

- It is strongly recommended that...
- Our chief recommendation is that...
- In order to respond to this, the company should/ must...

-very soon/ incredibly soon/ in the next couple of days/ sooner than you'd think..
- It'll happen - just you wait and see...
- Trust me, it'll happen for sure.

- Why don't you (try)...?
- If I was you, I'd...

- It is essential that...
- If at all possible, I would like to...
- There is a need for...
- ... is necessary.
- There is a lack of...

- Is it okay if I...?
- Can I...?
- Am I allowed to...?

- The first thing you need to do is...
- The second part of the process is...
- After that,...
- In order to prepare, you have to...



- I really need...
- I want to...
- ... is missing.

- One issue is that...
- A further problem is...
- The main shortcoming is...
- One major disadvantage is...
- The current... is not acceptable because...

- This is because...
- The main reason for this is...
- As...,.....

- I am available...
- ... if that is convenient with you.

- I am free...
- ... is best for me

- Do you mind if I...?
- Do I have your permission to...?
- Might it be possible for me to...?

- Do you fancy... (with me/ us)?
- How about... with me/ us?

- Please let me know if I can be of any assistance.
- We would like to offer you...

- Let me know if you want me to lend you a hand (with...)
- Do you want any help (with...)?

- Could you possibly tell me something about...?
- I am writing to enquire about...

- ... was terrible/ rubbish.
- I want to complain about...
- I am very angry about...

- ..., 'cos...
- If you want to know why, it's because...

- I don't suppose you would by any chance like to... (with me/ us), would you?
- I'd like to invite you to...
- Please find enclosed your invitation to...
- It would be our great pleasure if you could attend...

What are the differences between the two sections for each heading?

How could you respond to the things above (in both levels of formality)?

Match the responses below to the sections above. (Not all sections above are covered).

- In answer to your first question,...
- You also asked me about...
- If you need any further information, please do not hesitate to contact me.

- We will attempt to implement your suggestions by the end of this quarter.
- Thank you for your suggestion, but...
- That might work in some circumstances, but...

- Sorry about that.
- It's not my/ our fault.

- Thanks. I'll give it a try.
- Sounds like it might work.
- That would never work. Not a hope.

- We are sorry to hear about the trouble you had with...
- We would like to apologise for any inconvenience caused.

- Here's the info you asked for.
- Hope that helps.

- That's okay, I've got it sorted now.
- No need, thanks.

- It will be my great pleasure to attend.
- Thank for inviting me to.... Unfortunately,...

- I'd love to, but I can't make it.
- That sounds great. See you there!

- See you then.
- I have another... at that time. How about...?

- Thank you for your kind offer. That will be a great help.
- Thanks for your kind offer, but...

- I look forward to seeing you then.
- Thank you for inviting me to...
- I'm afraid I have a previous arrangement at precisely that time. Would you by any chance also be free...?



Suggested answers

1. Asking for permission

- Do you mind if I...?
- Do I have your permission to...?
- Might it be possible for me to...?
- Is it okay if I...?
- Can I...?
- Am I allowed to...?

2. Giving instructions

- The first thing you need to do is...
- The second part of the process is...
- After that,...
- In order to prepare, you have to...
- Do these things:
- Don't forget to...

3. Predicting and describing future possibilities

- It definitely will/ will/ will probably/ might/ could/ probably won't/ certainly won't happen
- There is a 35% chance of this happening.
- I confidently predict that...
- We are sure to see...
- ...in the next quarter/ in the coming year/ by the end of this financial year
- There is no doubt in my mind that...
- ...very soon/ incredibly soon/ in the next couple of days/ sooner than you'd think..
- It'll happen - just you wait and see...
- Trust me, it'll happen for sure.

4. Making suggestions/ recommendations

- It is strongly recommended that...
- Our chief recommendation is that...
- In order to respond to this, the company should/ must...
- Why don't you (try)...?
- If I was you, I'd...

5. Expressing needs and wants

- It is essential that...
- If at all possible, I would like to...
- There is a need for...
- ... is necessary.
- There is a lack of...
- I really need...
- I want to...
- ... is missing.

6. Mentioning problems

- One issue is that...



- A further problem is...
- The main shortcoming is...
- One major disadvantage is...
- The current... is not acceptable because...
- ... doesn't work.
- ... is broken.
- ... is totally messed up.

7. Giving reasons

- This is because...
- The main reason for this is...
- As...,.....
- ..., 'cos...
- If you want to know why, it's because...

8. Suggesting appointments/ meetings

- I am available...
- ... if that is convenient with you.
- I am free...
- ... is best for me

9. Inviting

- I don't suppose you would by any chance like to... (with me/ us), would you?
- I'd like to (formally) invite you to...
- Please find enclosed your invitation to...
- It would be our great pleasure if you could attend...
- Do you fancy... (with me/ us)?
- How about... with me/ us?

10. Making offers

- Please let me know if I can be of any assistance.
- We would like to offer you...
- Let me know if you want me to lend you a hand (with...)
- Do you want any help (with...)?

11. Making enquiries/ Asking for information

- Could you possibly tell me something about...?
- I am writing to enquire about...
- Can you fill me in on...?
- I need info about...
- I don't have a clue about... Do you know anything about this?
- Are you the right person to ask about...?

12. Making complaints

- I was not satisfied with...
- Unfortunately, it did not meet the high standards that I expected.
- ... was terrible/ rubbish.



- I want to complain about...
- I am very angry about...

13. Responding to suggestions

- We will attempt to implement your suggestions by the end of this quarter.
- Thank you for your suggestion, but...
- That might work in some circumstances, but...
- Thanks. I'll give it a try.
- Sounds like it might work.
- That would never work. Not a hope.

14. Responding to complaints

- We are sorry to hear about the trouble you had with...
- We would like to apologise for any inconvenience caused.
- Sorry about that.
- It's not my/ our fault.

15. Giving information/ Answering questions

- In answer to your first question,...
- You also asked me about...
- If you need any further information, please do not hesitate to contact me.
- Here's the info you asked for.
- Hope that helps.

16. Responding to offers

- Thank you for your kind offer. That will be a great help.
- Thanks for your kind offer, but...
- That's okay, I've got it sorted now.
- No need, thanks.

17. Responding to invitations

- It will be my great pleasure to attend.
- Thank for inviting me to.... Unfortunately,...
- I'd love to, but I can't make it.
- That sounds great. See you there!

18. Responding to suggestions for meetings/ appointments

- I look forward to seeing you then.
- Thank you for inviting me to...
- I'm afraid I have a previous arrangement at precisely that time. Would you by any chance also be free...?
- See you then.
- I have another... at that time. How about...?