

# Showing Appreciation



**Session Number:**  
**BE09.05**

**Module:**  
**Daily Business Interactions**

# Objectives of Session

**In today's session we will:**

***Firstly:***

Learn simple expressions for showing appreciation & gratitude.

***Secondly:***

Practice showing appreciation in a business context, both formally and casually.

***Thirdly:***

Remember to speak up: you will improve on grammar and pronunciation!

**Key Language:**

- ***a supplier (供应商), on short notice (临时通知), to be consistent (持续一贯的), to be reliable (可靠的), to be helpful (有帮助), to appreciate, [someone/something] (感谢[某人/某事]), to provide [something] (提供[某物]), to owe [someone] (欠[某人]), to miss [someone] (想念[某人])***

# Warm Up

Discuss the following questions:

*When do you usually show appreciation in a business context?*

*How do you usually show appreciation?*

*Why is it important to show appreciation in a business context?*

*How do you feel when other people show their appreciation to you?*

# Pre-Session Activity

## Review the letter

Dear W&C Distributors,

On behalf of everyone at ShowPlace Theaters, I would like to thank you for your **consistent and reliable** service over the past year and to let you know that we really **appreciate** your help. Your work **has allowed** us to be able to **provide** the best movie-going experience possible for all of our customers. As a result, we've had one of our most successful years ever and we couldn't **have done** it without you.

In the year ahead, we will be opening more than a dozen new theaters and the role you play in helping us do that will be more important than ever. We look forward to continuing to work with you in the future.

Again, thank you for everything you've **done**. You do a great job! Keep up the good work!

Sincerely,  
Frank Daye  
President, ShowPlace Theaters

# Pre-Session Activity

**Review the monologue. Read it in the most natural way you can!**

**Marilyn:** On behalf of myself and everyone here at the store, I'd like to take a moment to thank Paul for all of her hard work over the past few years. Paula, you **have always been** very **helpful**—coming in early to open up the store and staying late to help close up at the end of the day. Especially during our busiest times, you've **always been** there for us, even if we needed you to come in **on short notice**. I **owe** you big time! I know that many of our customers **appreciate** the help you've **given** them as well. You will be **missed**! Again, thanks a million and good luck in the future!

***1. Is Marilyn's speech a formal or casual speech? Is Marilyn's speech appropriate? Why or why not?***

***2. Why might showing appreciation to Paula be important for Marilyn's business?***

# Grammar Lab: Present Perfect Tense

**We use the present perfect tense to describe actions or events which happened in the past, but which are still important now:**

I You We They	have 've have not haven't	finished the report. gone to Hong Kong. offered assistance. thought about it.
He She	has 's has not hasn't	

**Make present perfect statements using the following verbs:**

organize

write

make a  
decision

fall behind  
schedule

# Useful Expressions

Practice these useful expressions:

expressing formal thanks

*I'd like to thank you for all your hard work.*

showing formal appreciation

*We highly appreciate your help.*

showing formal appreciation

*We couldn't have done it without your assistance.*

showing casual appreciation

*I owe you big time!*

expressing casual thanks

*Thanks a million!*



# Your Turn!

Say how you would show appreciation in the following situations:

Your team has just completed a big project.

A co-worker helped you finish an important job.

One of your best clients has been with your company for ten years.

One of your employees is retiring after working at your company for 20 years.

# Pronunciation Lab: The /w/ and /j/ sounds

Read each statement and identify the /w/ and /j/ sounds.

**/w/ → white**

**/j/ → yellow**

*I'd like to thank you for all your hard work.*

*We couldn't have done it without you.*

*I owe you big time!*

*We really appreciate your help.*

# Summary

## *Remember the following:*

### **1. Expressing Formal Appreciation:**

- To express formal appreciation, use, for example, “We really appreciate your help.” or “We couldn’t have done it without you.”

### **2. Expressing Casual Appreciation:**

- To express casual appreciation, use, for example, “I owe you big time!” or “Thanks a million!”

**Tip**

Hand-written letters or cards of appreciation will be appreciated even more!

# Next Steps

## Recommended Next Steps And Actions:

1. Practice writing a formal email or letter of appreciation.
2. Ask foreign friends or colleagues what other casual expressions for showing appreciation they use.

