

EASY eLearning Language Program



EASY Training Services
EASY Putonghua Training
資識語言培訓



eLearning Programs

Innovative and interactive elearning programs provide learners with a high degree of flexibility for learning the language easily at anytime, anywhere, any pace and also helps learners to do revision effectively. Our eLearning programs can be accessed via the Internet through mobile device, tablet & computer which is a dynamic and an effective approach to reinforce your learning.

Target Learners

eLearning is an effective, convenient tool for knowledge acquisition and reinforcement.

eLearning Program is suitable for those who:

- are interested to learn the language regardless of location or socioeconomic status
- are unable to attend regular classes due to unstable working schedule, business trips, etc.;
- want to revise previous course content before taking classes of advanced levels;
- prefer to learn at his/ her own pace, e.g. people who had taken the same course before and has above-average proficiency.

System Requirements

Hardware Requirement Specification

- Hard-disk space: 250GB, or above
- Minimum Resolution: 800 x 600, or above
- Suggested Internet Speed: Minimum 1.5 M (Broadband)
- Speakers or headphone

Software Requirements Specification

1. Windows 7 or above (Either English or Chinese)
2. Internet Browser
 - Internet Explorer 11 or later
 - Firefox 60 or later
 - Chrome 68 or later
 - Microsoft Edge for Windows 10

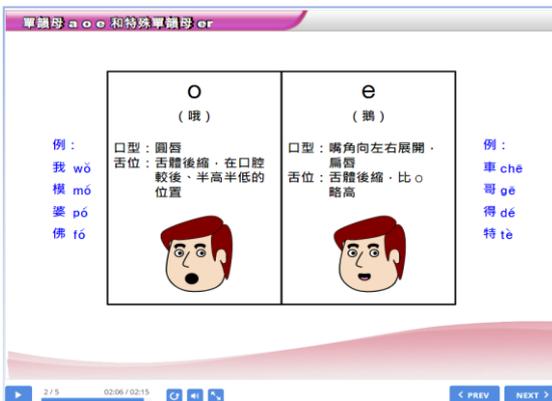
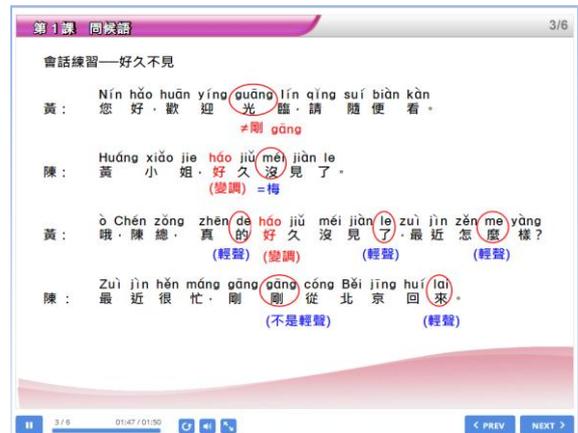


eLearning Program: Putonghua for Cantonese Speakers Module 1

Target Learners: Cantonese speakers who want to learn basic Putonghua conversation in daily life and workplace at a high degree of flexibility for learning easily at anytime, anywhere and any pace. Preferably to have fundamental knowledge of Hanyu Pinyin.

Objectives: The program aims at teaching basic conversation, e.g. greetings, numerals, surnames, telephoning, dining, etc.. There are various exercises, e.g. listening practices, comparison of Cantonese and Putonghua, cultural differences of Mainland China and Hong Kong etc...It will also cover basic knowledge of Hanyu Pinyin.

- | | |
|---|--|
| <p>Topic Covered:</p> <ol style="list-style-type: none"> 1. Tones 1 聲調 1 2. Tones 2 聲調 2 3. Single finals 1 單韻母 1 (a o e er) 4. Single finals 2 單韻母 2 (i u ü ê) 5. Initials 1 聲母 1 (b p m f) 6. Initials 2 聲母 2 (d t n l) 7. Initials 3 聲母 3 (g k h) 8. Initials 4 聲母 4 (j q x) 9. Initials 5 聲母 5 (zh ch sh r) 10. Initials 6 聲母 6 (z c s) 11. Special initials 隔音字母 (y w) | <ol style="list-style-type: none"> 1. Greetings 問候語 2. Numbers and telling the time 數字與時間 3. Daily work introduction 工作介紹 4. Department introduction 部門運作介紹 5. Common surnames 常見姓氏 6. Starting a conversation 打開話題 7. Telephone messages 電話留言 8. Making telephone appointments 電話約會 9. Weather 天氣常用語 10. Attractions in Hong Kong 香港旅遊名勝 11. Dining with clients 與客人用膳 |
|---|--|





eLearning Program: Putonghua for Cantonese Speakers Module 2

Target Learners: Cantonese speakers who haven't completed e-learning Putonghua Program: Pronunciation for Cantonese Speakers 1; and would prefer a high degree of flexibility for learning the language easily at anytime, anywhere and any pace.

Objectives: The program will teach intermediate level conversation, e.g. business trip, meeting, toasting, etc... There are various exercises, e.g. listening practices, comparison of Cantonese and Putonghua, cultural differences of Mainland China and Hong Kong, etc... It will also further introduce knowledge of Hanyu Pinyin.

- | | |
|--|--|
| <p>Topic Covered:</p> <ol style="list-style-type: none"> Compound finals 1 複韻母 1 (ai ei ao ou) Compound finals 2 複韻母 2 (iu ui ie üe) Nasal finals 1 前鼻韻母 (an en in un ün) Nasal finals 2 後鼻韻母 (ang eng ong ing) Finals begin with i 介母 i Finals begin with u 介母 u Finals begin with ü 介母 ü Changing tone 1 第三聲變調簡介 Changing tone 2 「一」和「不」的變調 Neutral tone 輕聲簡介 Er-suffixed words 兒化簡介 | <ol style="list-style-type: none"> Food in Hong Kong 香港美食 Check the bill 結賬付款 Confirming the schedule 確定行程 Contemporary vocabulary 國內常用流行語 At the hotel 入住酒店 Handling emergency cases 緊急事件 Arranging a meeting 安排會議 Hosting a meeting 主持會議 Controlling a meeting 控制會議 Concluding a meeting 總結會議 Declining to drink 婉拒敬酒 |
|--|--|

課程目錄

歡迎進入虛擬語言教室。這是一個創新和互動的普通話訓練方法，不但可以深入淺出地學習語言知識，並幫助您掌握更多的常用詞彙。在這裏，不論何時何地學員都可以輕鬆學習普通話。

會話部分	拼音部分	拼音練習
1. 長途電話	1. 複韻母 ai, ei, ao, ou	練習1
2. 訂機票車票	2. 複韻母 iu, ui, ie, üe	練習2
3. 確定行程	3. 前鼻韻母 an, en, in, un, ün	練習3
4. 國內常用流行語	4. 後鼻韻母 ang, eng, ong, ing	練習4
5. 入住酒店	5. 介母 i	練習5
6. 緊急事件	6. 介母 u	練習6
7. 安排會議	7. 介母 ü	練習7
8. 主持會議	8. 第三聲變調簡介	練習8
9. 控制會議	9. 「一」和「不」的變調	練習9
10. 總結會議	10. 輕聲簡介	練習10
11. 婉拒敬酒	11. 兒化簡介	練習11

第 8 課 主持會議

糾正發音：左邊的是在會話裡出現的詞語，請比較橫線字的發音。

huì bào	wèi zhì	shì xiàng	shì háng
匯報	位置	事項	試航
h	w (輕聲)	=向	
xiū gǎi	shōu dào	guǎng gào	gǎng wān
修改	收到	廣告	港灣
= 休		介母 u	
rì qī	rè qì	mó shì	mú jù
日期	熱氣	模式	模具
韻母 i	韻母 e	(多音字)	

介母(2)

ua-uo 對比 (輕聲) (輕聲)

guā shī guò shī kuā dà kuò dà shēng huá shēng huó zhuā zǐ zhuō zǐ
掛失 - 過失 誇大 - 擴大 昇華 - 生活 瓜子 - 桌子

xíng huò zhǎo
猩 ≠ 貨 找 ≠

朗讀練習 2

uai guāi guāi kuài kuài shuāi huài wài huái
乖 乖 快 快 摔 壞 外 踩
(不可輕聲) (不可輕聲) = 壞

uai 的常見例子

guāi	乖	huài	壞
kuài	快	shuāi	摔
		suī	≠ 綫

1. 請聽一聽老師讀出的單字，然後選擇正確的答案

—

✓

✓

✗

00:05

終止測試



eLearning Program: Putonghua for English Speakers Module 1

Target Learners: English speakers who want to learn basic Putonghua conversation and would prefer a high degree of flexibility for learning the language easily at anytime, anywhere and any pace.

Objectives: The program will teach survival Putonghua conversation, e.g. greetings, numerals, weather, dining, etc.. There are various exercises, e.g. listening practices, grammar and building sentences, etc... "Cultural points" and interesting facts of Chinese culture will also be introduced. It will also cover basic knowledge of Hanyu Pinyin, including tones and initials.

- Topic Covered:**
- | | |
|---|----------------------------------|
| 1. Introduction 漢語拼音簡介 | 1. Self-introduction |
| 2. Initials 1 聲母 1 (b p m f d t n l) | 2. Greetings |
| 3. Initials 2 聲母 2 (g k h j q x y w) | 3. Numbers |
| 4. Initials 3 聲母 3 (zh ch sh r z c s) | 4. What time is it? |
| 5. Tones 1 聲調 1 | 5. Yesterday, today and tomorrow |
| 6. Tones 2 聲調 2 | 6. How much is it? |
| | 7. Giving direction |
| | 8. Taking taxi |
| | 9. Phone call |
| | 10. At the restaurant |
| | 11. At the hotel |

Initials (1)

b is equivalent to / b / **p** is equivalent to / p /

bo **po**




bōli **pútáo**
玻璃 葡萄
[Glass] [Grape]

Self-Introduction

Building Sentences

(A) shì (B) (A) is (B)

can be used after "I", "you", "he/she/it", "we" and "they"

Wǒ	shì	Měiguórén.	I am American.
Nǐ		Yīngguó rén.	You are British.
Nín		Zhōngguó rén.	You are Chinese.

Self-Introduction

Dialogue 2 (cont'd)

B: Xìng Lǐ. 姓李。
My surname is Li.

A: Lǐ xiānsheng, 李先生,
Mr. Li,

hěn gāoxìng rènshi nín. 很高兴认识您。
very pleased to meet you.

Qǐng duō zhǐjiào. 请多指教。
"Please (feel free) to give me advice".

Chinese Word Power

bāo *n. bread*

包 *n. bag*

v. to wrap

v. to include



eLearning Program: Putonghua for English Speakers Module 2

Target Learners: English speakers who want to learn more advanced practical and business situations, scenarios and dialogues with a high degree of flexibility for learning easily at anytime, anywhere and any pace. Preferably to have fundamental knowledge of Hanyu Pinyin and survival Putonghua conversation.

Objectives: The program will continue to teach practical Putonghua conversation, e.g. exchanging currencies, asking directions, checking-in at a hotel, etc.. There are various exercises, e.g. listening practices, grammar and building sentences and more ... "Cultural points" and interesting facts of Chinese culture will also be introduced, and further enhancement on Hanyu Pinyin, finals and er-suffixed words .

- Topic Covered:**
- | | |
|--|-------------------------------|
| 1. Finals 1 韻母 1 (a o e i u ü ê) | 1. Emergency |
| 2. Finals 2 韻母 2 (ai ao an ang) | 2. Weather |
| 3. Finals 3 韻母 3 (ei en eng er ou ong) | 3. Family |
| 4. Finals 4 韻母 4 (ia ian iang iao ie in ing iong iu) | 4. Shopping |
| 5. Finals 5 韻母 5 (ua uai uan uang ui un uo) | 5. Holidays & festivals |
| 6. Finals 6 韻母 6 (üan üe ün) | 6. At the post office |
| 7. er-suffixed words 兒化簡介 | 7. At the exchange shop |
| | 8. At the customs |
| | 9. Buying air / train tickets |
| | 10. Permission & requests |
| | 11. In the subway |
| | 12. Making an appointment |
| | 13. Going to a doctor |

Finals (1)

a pronounced as "aah"



mā 妈 [mother]	bà 爸 [father]	dà 大 [big]
---------------------	---------------------	------------------



chá
茶
[tea]

Asking for Directions

"zài" – a preposition of location

zài 在 preposition of location, similar to "at"



zài shàng bian 在上邊
On the top

Finals (2)

ang

- combination of final "a" and "ng" in English
- similar to "ahng"

Tip for pronouncing the ending sound "-ng"

- Move the back of your tongue backwards and let the puff pass the nasal cavity when you speak.



Chinese Word Power

Vocabulary (2)

jiāxiāng
家乡
n. hometown

e.g. Wǒ de jiāxiāng yǒu hěnduō měishí.
我的家乡有很多美食。
There are lots of good food in my hometown.



eLearning Program: Putonghua Test (PSC) Preparatory Course

Target Learners: Candidates of national public exam Putonghua Shuiping Ceshi (國家語委普通話水平測試 PSC) and want to have better preparation and test their proficiency before the exam; and with a high degree of flexibility for learning the program easily at anytime, anywhere and any pace.

Objectives: This program provides mock exam questions of PSC. There are detailed explanation of common mistakes made by candidates as sample sharing.

This program also provides guidance to PSC candidates and prepare better when reciting the 60 assigned articles. Tips include how to pronounce difficult or confusing words, correct tones and rhythms, etc...

- Topic Covered:**
1. Reading 100 Chinese characters 朗讀 100 個單音節字
 2. Reading vocabulary (totally 100 syllables) 朗讀多音節詞語
 3. Choosing the correct words 選擇題 (規範詞語)
 4. Matching words with qualifiers 量詞搭配
 5. Choosing sentences with the correct grammar 選擇題 (規範語法)
 6. Reading 60 assigned articles 朗讀 60 篇指定文章
 7. Thematic Speaking 30 topics 命題說話 30 個題目

1. 窺 cuān	2. 則 zé	3. 刑 xíng	4. 再 zài	5. 章 zhāng
6. 戳 chuō	7. 哪 nǎ	8. 徐 xú	9. 腔 qiāng	10. 尊 zūn
11. 虧 kuī	12. 剗 gē	13. 狼 láng	14. 賊 zéi	15. 蹭 cèng
16. 離 lí	17. 日 rì	18. 捱 āi	19. 刺 cì	20. 灰 huī
21. 摩 mó	22. 窮 qióng	23. 實 shí	24. 去 qù	25. 沿 yán
26. 軸 zhóu	27. 犛 dú	28. 驕 jiāo	29. 稟 líng	30. 華 huā
31. 差 chā	32. 礦 kuàng	33. 襪 wà	34. 萊 lái	35. 薛 xuē
36. 頌 sòng	37. 溺 yào	38. 爾 ěr	39. 隴 lǒng	40. 價 jià
41. 提 tí	42. 騙 piàn	43. 襁 qiǎng	44. 號 hào	45. 孤 gū
46. 面 miàn	47. 摘 zhāi	48. 修 xiū	49. 魄 pò	50. 篩 shāi

1	碰釘款 碰釘子 撞板
2	凜凜 陰功 青清 炊過
3	勺子 勺仔 勺款 勺癩
4	備 兩家頭 兩其
5	滾湯 滾水 開水
6	同屋 一個房間 同房間 共屋 共間
7	丟架 跌臉 丟人 丟格 失格
8	唔記得 丟巴 忘記 潔忘
9	原藍 照原 閉條 仍藍
10	黑夜 夜瞓頭 夜晚夜 夜間子 夜裏間 瞓瞓頭 冥時

三、選擇題 (量詞搭配)

支 台 名 把 扇 條

尺子 胡同兒 信息 計算機 軍隊 窗戶 筆 話劇 曆 鐵鍬

1. 把尺子 yì bǎ chǐzi	

EASY Putonghua Training
資 識 語 言 培 訓

Speak Like a Pro!!

第一至三段朗讀示範

一個大問題一直盤踞在我腦袋裏：
世界盃怎麼會有如此巨大的吸引力？除去足球本身的魅力之外，還有什麼超乎其上而更偉大的東西？

近來觀看世界盃，忽然從中得到了答案：是由於一種無上崇高的精神情感——國家榮譽感！

普通話水平測試朗讀作品 11號 2/4 版權所有 不得複製



eLearning Program: Cantonese Course Module 1

- Target Learners:** Expatriates who want to learn basic Cantonese conversation and would prefer a high degree of flexibility for learning the language easily at anytime, anywhere and any pace. Preferably to have fundamental knowledge of Hanyu Pinyin.
- Objectives:** The program will teach survival Cantonese conversation, e.g. greetings, numerals, weather, dining, etc.. There are various exercises, e.g. listening practices, grammar and building sentences, etc...Slangs and interesting facts of culture of Hong Kong will also be introduced. It will also cover basic knowledge of Yale Romanization & tones.
- Topic Covered:**
1. Yale Romanization 耶魯拼音
 2. Numbers 數字
 3. Time & date 時間與日期
 4. Money 錢
 5. Self-introduction 自我介紹
 6. Buying foods 買嘢食
 7. Weather 天氣
 8. Daily routine 日常生活
 9. Giving directions 指示方向
 10. Where do you work? 你喺邊度返工?
 11. Dining 餐飲
 12. Tour around Hong Kong 香港旅遊

Yale Romanization

Introduction 介紹

There are 3 elements that compose a Cantonese syllable.

e.g.

3. Tone
is the pitch of a word

hóu
好 (good)

1. Initial
is equivalent to a consonant in English

2. Final
is equivalent to a vowel in English

Money

Vocabulary 詞彙

\$1.50	個半	go bun
\$2.20	兩個二	léuhng go yih
\$2.50	兩個半	léuhng go bun
\$4.80	四個八	sei go baat
\$10.60	十個零六	sahp go lihng luhk
\$23.80	廿三個八	yah sām go baat



Date and Time

Exercise 練習

Please tell the following date 請說出以下日子

1. 6th January, Monday
yāt yuht luhk houh, sīng-kèih yāt
一月六號 · 星期一
2. 4th April, Wednesday
sei yuht sei houh, sīng-kèih sām
四月四號 · 星期三
3. 21st May, Sunday
ngh yuht yah yāt houh, sīng-kèih yaht
五月廿一號 · 星期日



Self-introduction

Conversation 1 會話一

A: Néih hóu, ngóh haih Jēung Ji-gwóng.
你好 · 我係張志光。
Nice to meet you. I am Cheung Chi Kwong.

Lēi jēung haih ngóh kāat-pín.
呢張係我咭片。
This is my business card.

B: Dō-jeh. Ngóh haih Léih Méih-yān.
多謝 · 我係李美欣。
Thank you. My name is Lee Mei Yan.





eLearning Program: Cantonese Course Module 2

- Target Learners:** Expatriates who want to learn more advanced practical and business situations, scenarios and dialogues with a high degree of flexibility for learning easily at anytime, anywhere and any pace. Preferably to have fundamental knowledge of Yale Romanization and survival Cantonese conversation.
- Objectives:** The program will further develop practical Cantonese conversation, e.g. daily expression, making appointment, at the meeting etc.. There are various exercises, e.g. listening practices and building sentences, etc.. Slangs and interesting facts of culture of Hong Kong and complex sentence structures will also be introduced.
- Topic Covered:**
- | | |
|---|--|
| 1. Sentence structure & question tags
句子結構及疑問詞 | 7. Daily expressions at work
辦公室常用語短句 |
| 2. Verbs & useful phrases 動詞及常用句子 | 8. Being a host 招待客人 |
| 3. Quantifier & commonly used phrases
量詞及常用短句 | 9. Dim sum 點心 |
| 4. Social talk 社交會語 | 10. Renting an apartment 租樓 |
| 5. Telephone conversation 電話用語 | 11. Visiting the doctor 睇醫生 |
| 6. At the meeting 會議用語 | 12. Cantonese slangs 廣東話俚語 |

Buying Foods

Sentence expansion 擴張句子

dung ga-fē
凍 咖啡
iced coffee

dung ga-fē siu tihm
凍 咖啡 少 甜
iced coffee with less sugar

Léuhng bī dung ga-fē siu tihm.
兩 杯 凍 咖啡 少 甜。
Two glasses of iced coffee with less sugar.



Money

Making requests 提出要求

2. Ngóh séung yiu.....
我 想 要
I'd like to have.....

e.g.
Ngóh séung yiu yāt-būi ga-fē.
我 想 要 一 杯 咖啡。
I'd like to have a cup of coffee.



Yale Romanization

Finals 韻母 - A

	as in English:	example
ang 鶯	sung	dāng 燈
ap 噏 亂噏	up	kāp 級
at	but	bāt 不
ak	duck	dāk 得

"k" mute

Yale Romanization

It's your turn 輪到你

Let's practice the following words to reinforce your memory

1st Tones
sīn-sāang 先生 Mr. chāan-tēn 餐廳 restaurant

2nd Tones
sīu-jé 小姐 Miss dím-gái 點解 why

3rd Tones
fan-gaau 瞓覺 sleep fong-ga 放假 on vacation



eLearning Program: Practical Oral English Module 1

Target Learners: Learners who want to improve the effectiveness and build confidence in the use of workplace English conversations; and would prefer a high degree of flexibility for learning the language easily at anytime, anywhere and any pace.

Objectives: The program provides introduction and revision of useful workplace English conversations. The content will also cover useful words and phrases.

- Topic Covered:**
- | | |
|-----------------------------|--------------------------------|
| 1. Sentences | 1. Introduction & greetings |
| 2. Present tense | 2. Telephone conversations |
| 3. Past tense | 3. Socializing with guests |
| 4. Perfect tense | 4. Scheduling an appointment |
| 5. Perfect continuous tense | 5. Tour around Hong Kong |
| 6. Future tense | 6. Giving directions |
| 7. Modal verbs | 7. At the restaurant |
| | 8. Handling difficult requests |

Present Perfect Tense

- Past Participle:
 - Regular verbs: *Past Participle = Simple Past*
 - talked, stopped, walked, cooked, arrived etc
 - Irregular verbs:

Infinitive	→	Simple Past	→	Past Participle
eat	→	ate	→	eaten
break	→	broke	→	broken
take	→	took	→	taken
shut	→	shut	→	shut

Present Perfect Tense

- Form (affirmative)
 - I / they + **have** + *past participle of the verb*
 - They **have gone** to the Science Museum.
 - he / she / it + **has** + *past participle of the verb*
 - She **has written** an email to the museum curator.
- Form (negatives)
 - I / they + **have** + **not** + *past participle of the verb*
 - I **haven't done** my laundry yet.
 - he / she / it + **has** + **not** + *past participle of the verb*
 - She **has not eaten** the cake yet.

General Ways of Asking to Speak to Someone

When you try to ask to speak to someone...

May / Could / Can I speak to John Brown, please?
This is Andrew Lee calling.

Other Examples

- I'd like to speak to John Ruck, please.
This is Andrew Lee.
- This is Andrew Lee from Kowloon Company.
Is John Brown in, please?
- Is John Brown there? (informal)

Useful Phrases

If the person you are asking for is not immediately available...

Would you mind holding a minute while I try to find her?

Other Examples

- Could you hold, please?
- One moment, please.
- Wait a moment, please.
- Hang on. I'll get him. (informal)
ask to wait for a short time





eLearning Program: Practical Oral English Module 2

Target Learners: Learners who would like to enhance the foundation for adapting English as a foreign language.

Objectives: This program aims to enhance learner's understanding metaphors that participants can use within a professional setting and improve intonation and understanding its effect on meaning.

- Topic Covered:**
- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Prepositions 1 2. Prepositions 2 3. Passive voice 4. Wh-questions & question tags 5. Verb patterns 6. Conditionals | <ol style="list-style-type: none"> 1. Checking in and out at the hotel 2. How to communicate during business meetings 3. How to politely end a conversation 4. At the exhibition 5. Shopping 6. Giving recommendations 7. Handling payment 8. Presenting information |
|--|--|

Present Perfect vs. Simple Past

- Cannot use **Present Perfect** when talking about finished time periods:
 - yesterday, last night, last year, this morning*
 - *Yesterday I have eaten dinner with my family.* ✘
 - *Yesterday I ate dinner with my family.* ✔
- Cannot use **Present Perfect** when the state has changed
 - *She **has lived** in Canada for 4 years*
(=she's still living there)
 - *She **lived** in Canada for 4 years*
(=she's no longer there)

Dialogue 1

S= Staff G= Guest

Jim Davis is calling his friend Luis at work.

S: Good morning. Kowloon Company.

G: This is Jim Davis. May I speak with Luis, please?

S: What company are you with, sir?

G: I'm not calling on business. Luis is a friend of mine.

S: Thank you. Just a minute. I'll put you through.

Dialogue 2

(A few minutes later...)

S: I'm sorry, Ms. Taylor. Mr. Baker isn't answering.
Perhaps he stepped out for a moment.
May I have him return your call?

G: Yes, thank you. I'm at 2687-1502.
Please tell him it's very important.

S: I'll give him the message.



Useful Phrases (Wrong Number)

If the person has called the wrong number...

I'm sorry. You have the wrong number.

Example

I'm sorry. There's no one here by that name. I think you dialed the wrong number.





eLearning Program: Practical English Writing Module 1

Target Learners: Learners who want to reinforce their knowledge of writing business letters or emails with greater grammatical accuracy and appropriate use of language structures; and would prefer a high degree of flexibility for learning the program easily at anytime, anywhere and any pace.

Objectives: The program aims at teaching practical writing skills of business letters and emails. The content will also cover useful phrases and common mistakes made by Hong Kong people.

- Topic Covered:**
- | | |
|-----------------------------|--|
| 1. Sentences | 1. Principles of effective communication |
| 2. Present tense | 2. Use of language |
| 3. Past tense | 3. Email at work |
| 4. Perfect tense | 4. Replying to enquiries |
| 5. Perfect continuous tense | 5. Delivering bad news & reminders |
| 6. Future tense | 6. Minutes writing 1 |
| 7. Modal verbs | 7. Minutes writing 2 |
| | 8. Congratulations messages |

Present Perfect vs. Simple Past

<p>Present Perfect Time period is unfinished</p> <ul style="list-style-type: none"> It <i>hasn't</i> rained this week Have <i>you</i> seen Annabelle this morning? (morning is not over) I've <i>done</i> a lot of work today. (day isn't over) 	<p>Simple Past Time period is finished</p> <ul style="list-style-type: none"> It <i>didn't</i> rain last week. <i>Did</i> you see Annabelle this morning? (morning is over) I <i>did</i> a lot of work today. (the day is over – it's the evening)
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Past Perfect Tense

- Scenario:**
You and your family have just come home from a holiday in Japan to find that your house has been broken into, and some items of electrical appliances and jewelry were stolen.

The next day the police contacted you and asked to you to give a statement. You said:

*"When we got home last night, we found that somebody **had broken** into our house"*

Tone

Polite

Positive

Happy to respond

Example: Replying to an Enquiry

From: florawong@city.com
To: Melissa.chau@toms.com
Date: Feb 24, 2011
Subject: Re: Installing of new lighting system Dear Ms Chau

polite prompt reply

Thank you for your email of Feb 23 regarding your lighting requirements for your showroom and stockroom areas. I was pleased to hear that we had been recommended to you by Simon Wong who has been one of our most regular customers for a number of years. *happy to respond*

We should, of course, *positive attitude* be happy to arrange for one of our representatives to visit your shop, with no obligation on your part. Would it be convenient for our representative to call at your shop on Feb 26 at 10 am? *suggestion*

(to be continued)

