

B Complete the reply to the letter in Exercise A with items from the box.

Further to your letter	I look forward to
as you suggested	owing to previous engagements
As you probably know	convenient for you
if you could let me know	I would be delighted

Further to your letter, ¹ of January 10, I would like to thank you for your kind invitation.

..... ² to run a one-day seminar for your staff.

..... ³, I have first-hand experience of the Asia-Pacific region, and it is always a great pleasure for me to run seminars focusing specifically on that area.

However, ... ⁴, I am afraid that I could not possibly run a workshop in March ⁵.

I would be grateful ⁶ whether late February or early April would be ⁷.

..... ⁸ hearing from you in due course.

C Read the passage below about cross-cultural awareness.

- In most of the lines 1–11 there is **one extra word** which does not fit. Some lines, however, are correct.
- If a line is **correct**, put a tick (✓) in the space provided.
- If there is an **extra word** in the line, write that word in the space.

It is sometimes said that cultures are becoming more alike under the effect of mass tourism and globalisation.

However, there often remains a gap between any two given cultures.

What enables for us to bridge this gap is often called *cultural awareness*. Empathy, i.e. openness of mind and heart together with a willingness to try and understand things from someone else's perspective, is a necessary condition and for such an awareness to develop. However, empathy on its own it is not enough. We also need that to develop an ability to look at our culture from the outside. This process should make us realise that all the behaviours, beliefs and values that we have always taken in for granted may indeed appear strange to someone from another cultural group. In our other words, we need to be able both to make the strange look familiar, and they make the familiar look strange. If we can achieve this, then we can develop about what some sociologists call our cultural awareness.

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|----|-----------------|
| 1 | ✓ |
| 2 | for |
| 3 | |
| 4 | |
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| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | |