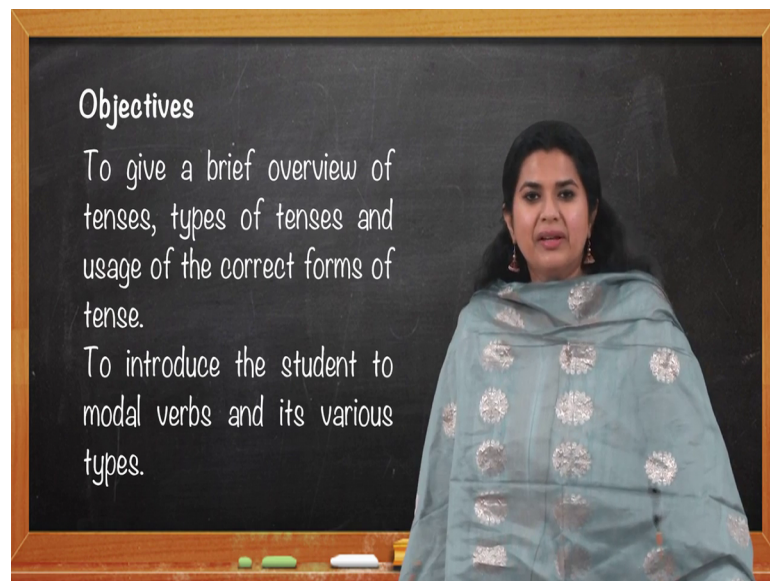


Business English Communication
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Lecture – 12
Grammar (Tenses)

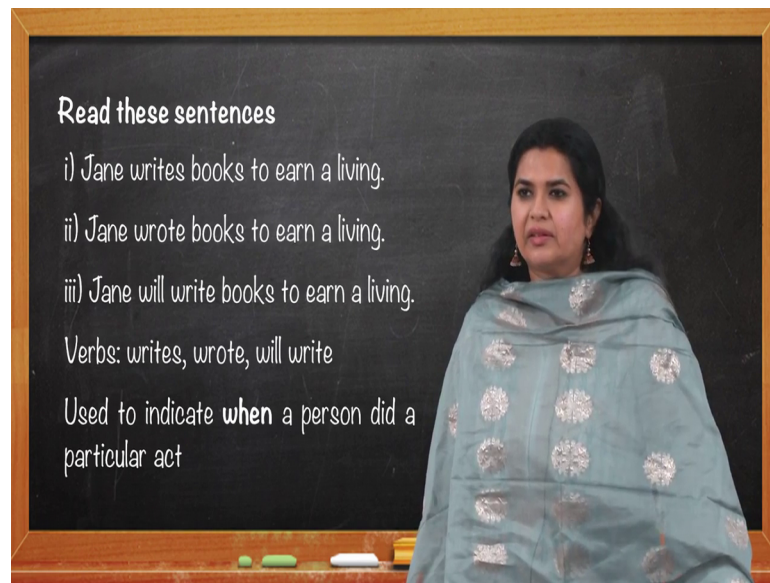
Welcome back friends, we continue with our grammar; and today we are going to focus on tenses. As you know what are tenses - simple present, simple past, simple future those are the most common kinds of tenses you know. So, tenses are past, present and future. Simple present - I am; simple past - I was; and simple future - I will, but there is more to tenses than there is so then this. So, past, present, future, we will look at the various complexities that accompany tenses one of the most frequently confused area of grammar, one of the areas in grammar in English grammar where there is the maximum scope for making mistakes.

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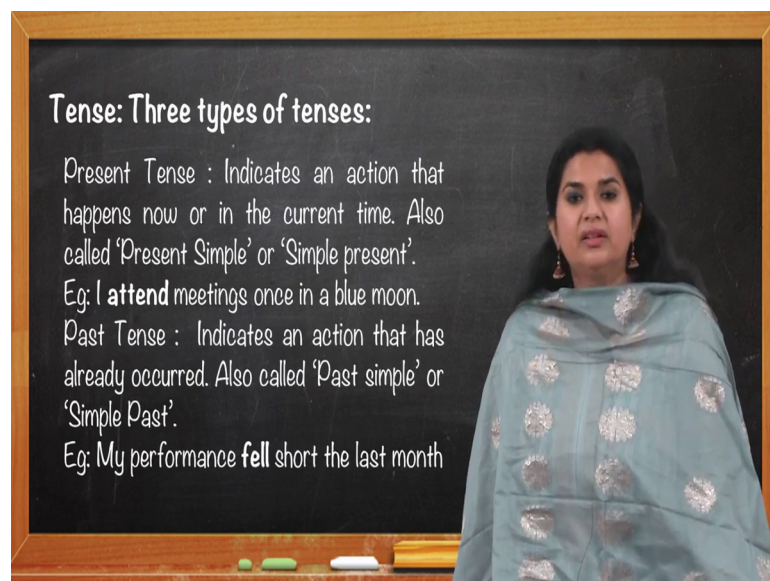
So, welcome again and here are the objectives what are we going to do today to give a brief overview of tenses, types of tenses and usage of the correct forms of tenses and also to introduce all of you to modal verbs and its various types.

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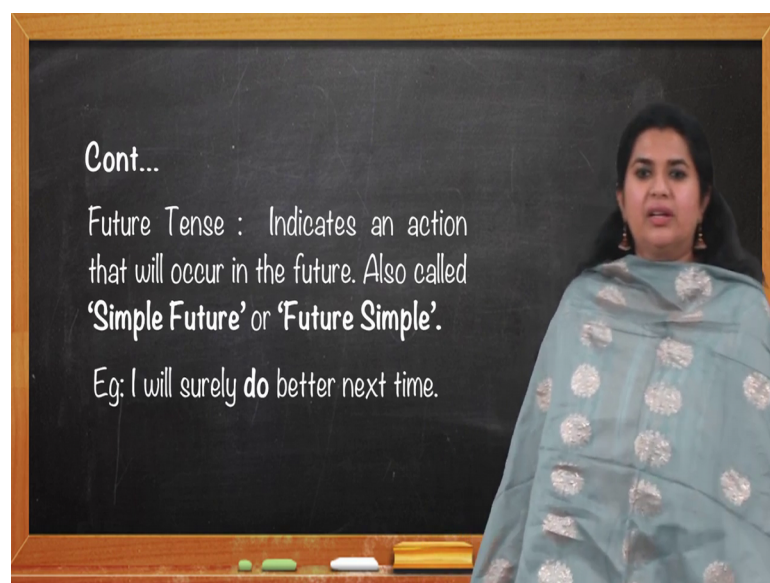
Now, read these sentences. This is just an example a warm up exercise for you. Jane writes books to earn a living. Jane wrote books to earn a living. Jane will writes books to earn a living. The verbs, what are the verbs here, writes, wrote, will write. And these are the these verbs give indicate or give you essence of the tense. So, what is the function of these verbs, they are used here to indicate when a person did a particular act. When Jane writes that means it is in the present tense; Jane wrote she wrote, she no longer writing; and Jane will write this is an act that she will do sometime in the future.

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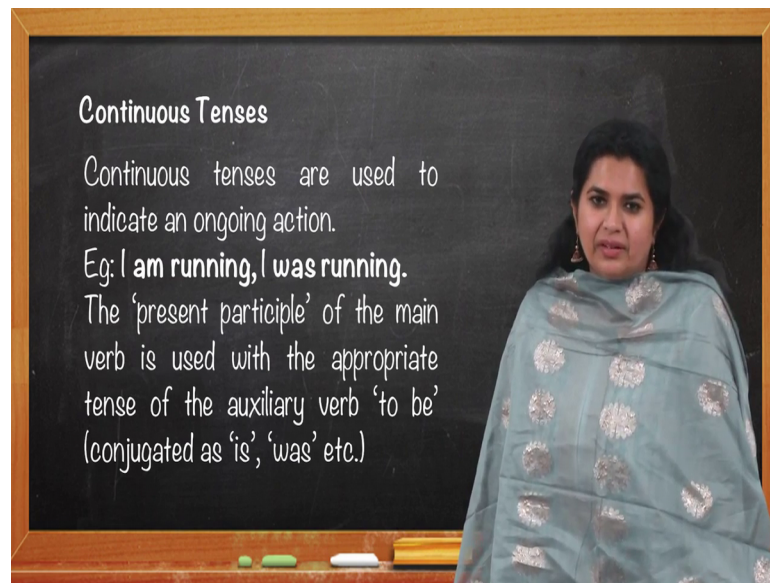
Now, tenses and three types of tenses. Present tense, it indicates an action that happens now or in the current times, it is going on. I speak, I teach, I will go back, I am teaching my students right now though this NPTEL course, anyway I do teaching to earn my living, so I teach. I thought, it will become a past tense, which will indicate an action that has already occurred, which is also called simple past or past simple. And here is an example my performance fell short the last month. My performance will fall short next month. If it will, it is going to be next last month, it cannot be last month, but it tells you, tenses tell you the time of an action.

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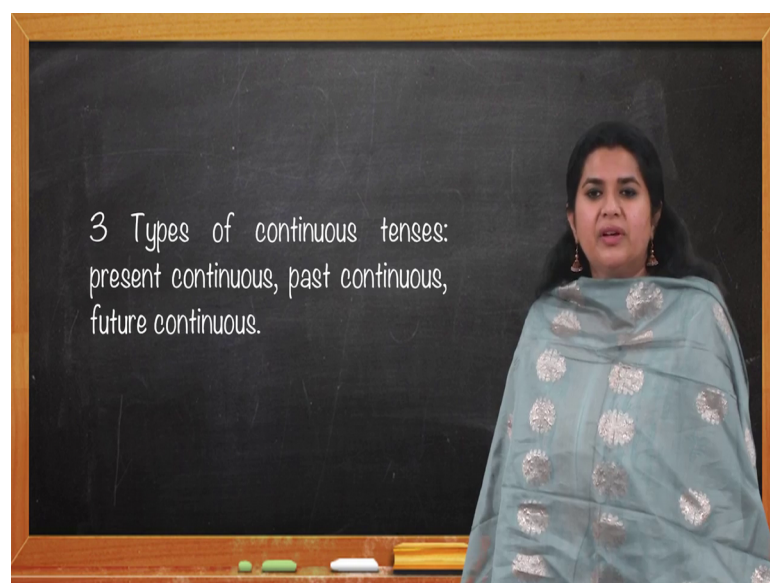
Future tense indicates an action that will occur in the future also called simple future or future simple that is an example is I will surely do better next time. Next year there will be more students enrolled for all the NPTEL courses. So, this is future and we predict something, so next year and will.

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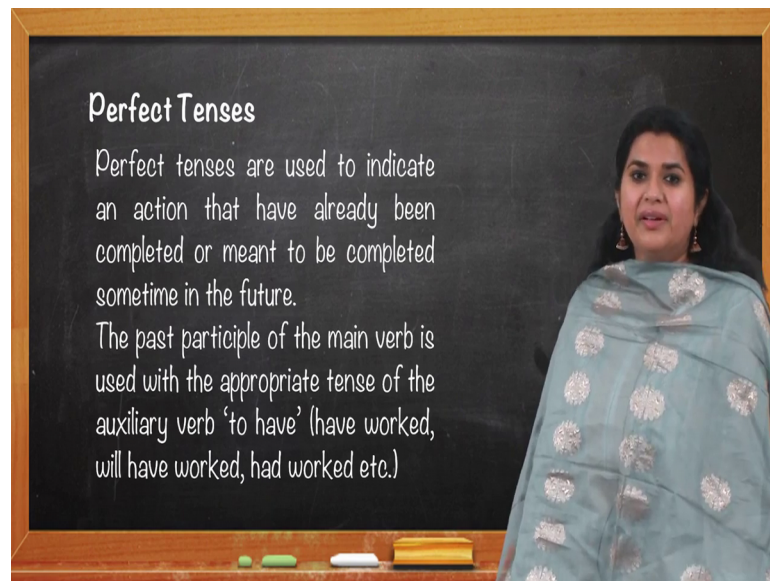
Continuous tenses part of tense again in the broader term aspect of tenses, we have continuous also, simple present continuous, past continuous, future continuous. Continuous tenses are used to indicate an ongoing action, I am running - it is going on; I am talking – it is going on; I was running; I was talking. So, the present participle of the main verb this continuous tense is used with the appropriate tense of the auxiliary verb to be. Be we have already seen in one of our earlier classes the forms of be is, am, are, were, etcetera auxiliary.

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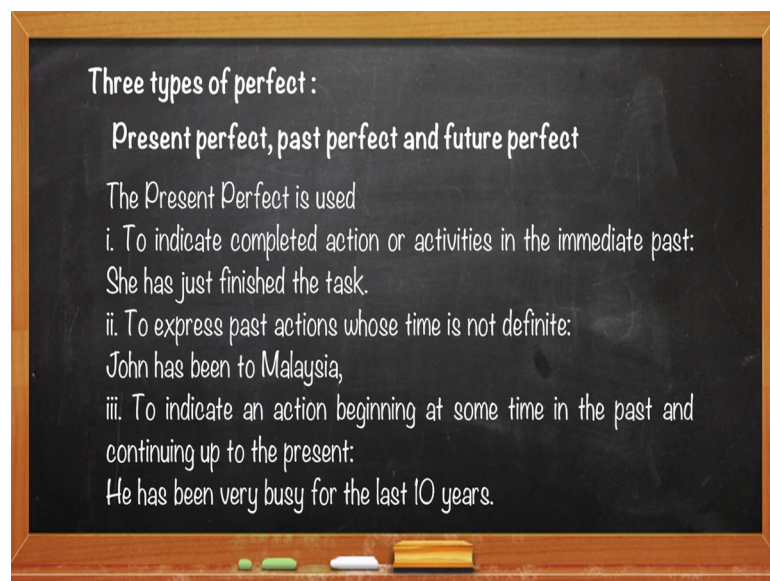
So, types of continuous tenses - present continuous, past continuous, future continuous.

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And then we have perfect tenses. Perfect tenses are used to indicate an action that have already been completed or meant to be completed sometime in the future. The past participle of the main verb is used with the appropriate tense of the auxiliary verb to have worked, will have worked, had worked etcetera.

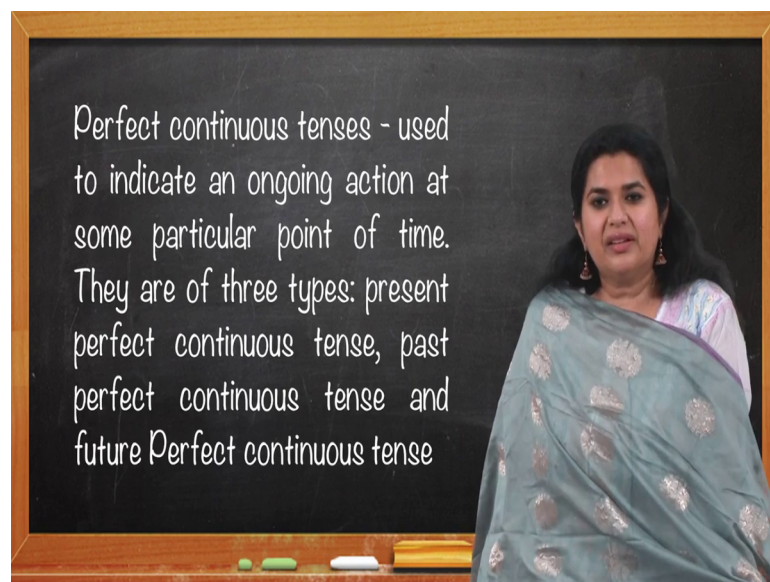
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There are three types of perfect tenses - present perfect, past perfect and future perfect. Present perfect is used to indicate completed action or activities in the immediate past.

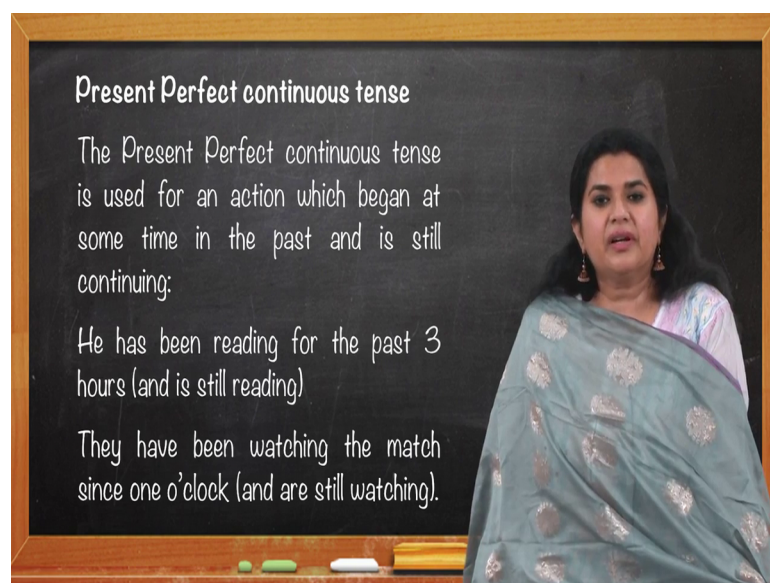
She has just finished the task; she has just finished writing her assignment that means, it has happened in the present time, but is completed. We also use it to express past actions whose time is not definite. John has been to Malaysia; Mary has been to Delhi. So, we do not know when, but it expresses a sense of time, and a completed action. It is also used to indicate an action beginning at some time in the past and continuing up to the present, this is important. It begins sometime in the past and it is continuing up to the present. He has been very busy for the last 10 years that means, he was busy 10 years ago and his and he is busy even now. So, it is continuous. So, I begin at some time in the past and its continuing up to the present.

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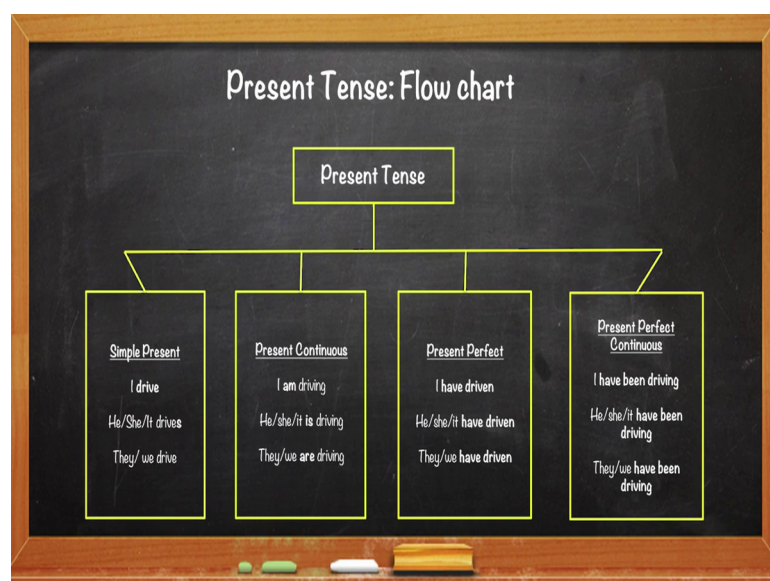
Perfect continuous tense is used to indicate an ongoing action at some particular time point of time. They are of three types - present perfect continuous tense, past perfect continuous tense and future perfect continuous tense.

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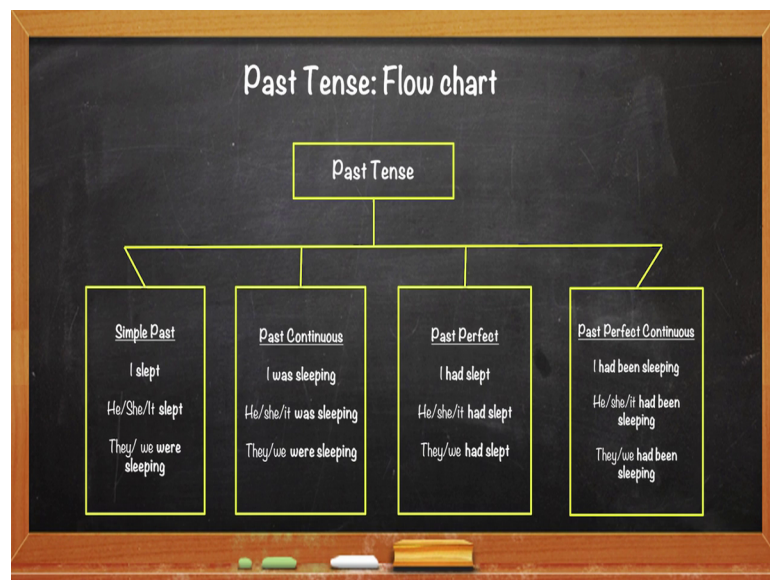
Present perfect continuous tense what is it? The present perfect continuous tense is used for an action which began at sometime in the past and is still continuing. So, you always use ing form this is an important thing when you say continuous tense, then it means the action is still going on. The recording is going on, it is a present continuous tense. He has been reading for the past 3 hours and is still reading that is the sense. They have been watching the match since one o'clock and are still watching. So, the child has been playing some online games and is still playing so something that is started in the recent past and it still going on.

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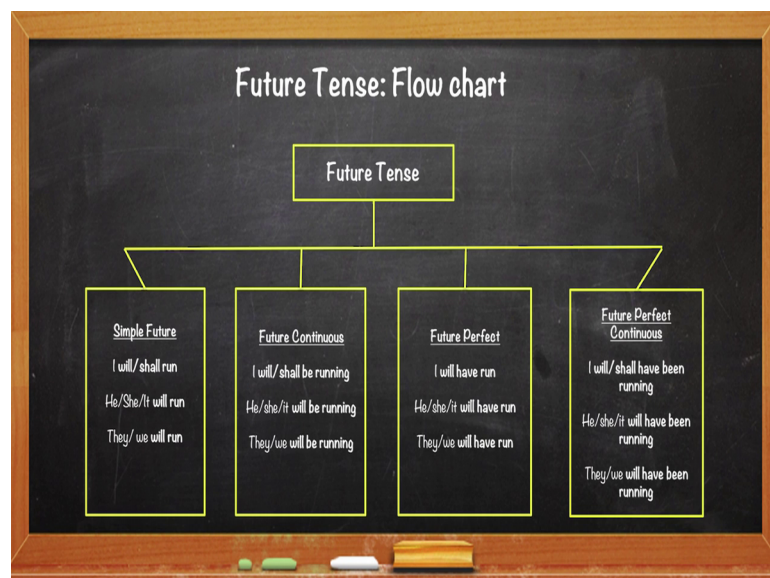
Here is a flowchart. It helps you perhaps it will help you to understand how tenses are done. So, present tense, the broader umbrella under, you have simple present, you have present continuous, you have present perfect, and you have present perfect continuous/ Please look at the various examples .

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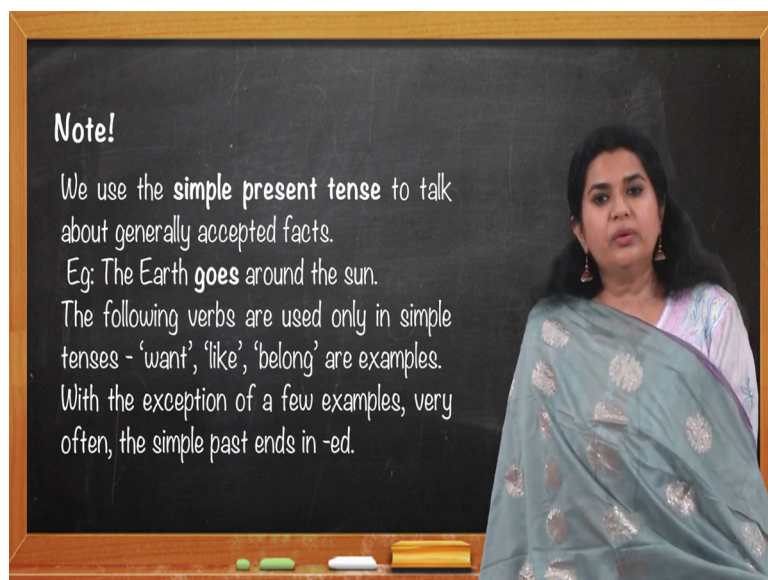
And here is a similar flowchart for past tense. So, past tense and then you have simple past, you have past continuous, you have past perfect, and you have past perfect continuous and look at the way ing is used in past perfect continuous.

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And look at the flow chart for future tense. You have simple future, future continuous future perfect and future perfect continuous.

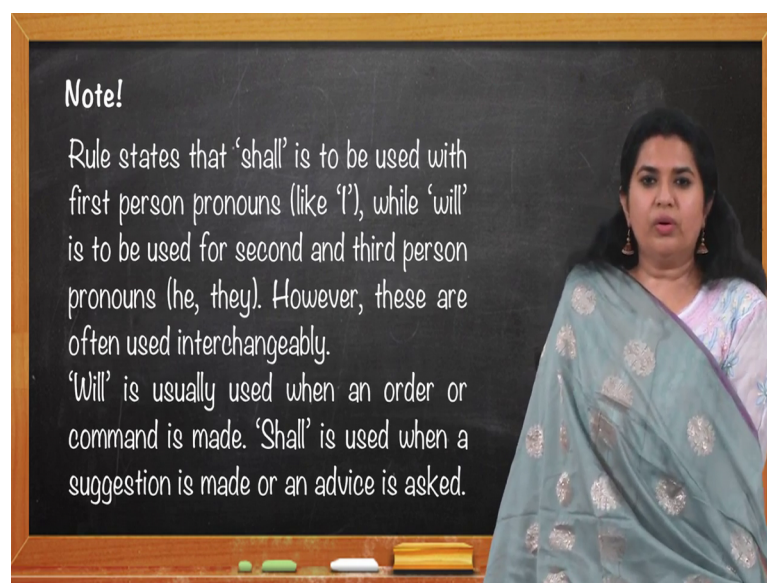
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Now, note we use the simple present tense to talk about generally accepted facts example the earth goes around the sun. The earth is round. This room is flat; I mean at least the floor of this room is flat. So, this is an expected fact. It is very hot today or rather let us say Chennai is very hot all the time all the year around. So, this is a generally accepted fact. The verbs which are always used in simple tenses are want, like, belong always used in simple tense. So, I liked her; I like her. I was liking her, no, you do not use such kind of a sentence construction. I was wanting it, very badly, I wanted it badly that is it. I saw a beautiful perhaps a piece of jewel and I wanted it, but I cannot say I was wanting it or I am wanting it, it is a completely inaccurate usage of the verb.

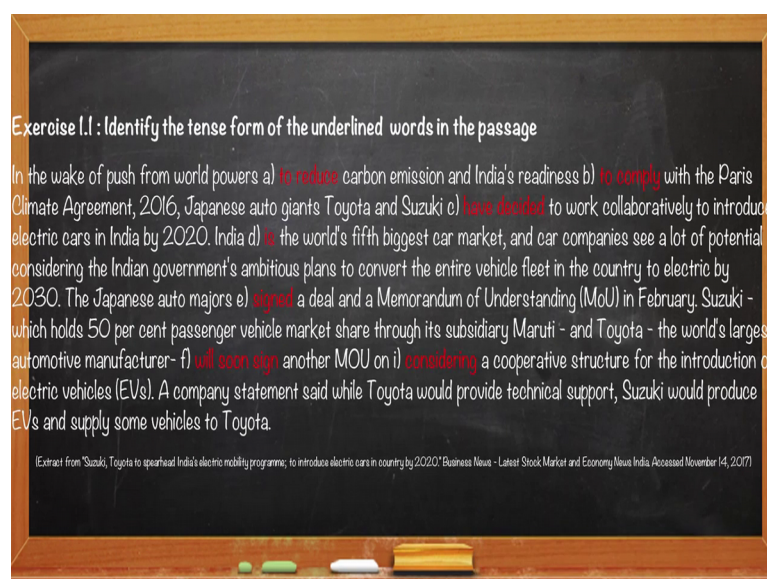
With exception of a few examples very often the simple past ends in – ed, liked, wanted, belonged, so ed ending in ed. This is of again tenses a very complicated area of grammar and you will be surprised at every step. If you are not very conversant with English grammar or with the tenses and you will be surprised at every step at every stage about the usage of the simple past.

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Also note that rule states that shall is it to be used with first person pronoun like I, while will is to be used for the second and third person pronounce he, they. However, these are all often used interchangeably. Will is usually used when order or command is made the will be done. And shall is used when a suggestion is made or an advice is asked. I shall not do it again. So, generally speaking we agree that shall is used with I, but it is also used when a suggestion is made or when a when an advice is asked

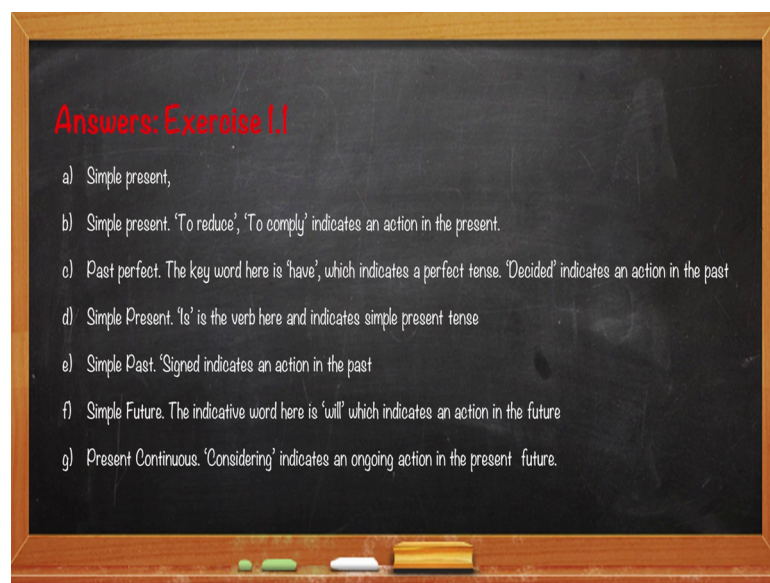
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Now, look at this particular exercise. Identify the tense form of the underlined or in this case highlighted in red words in the passage. On the wake of push from the world powers to reduce carbon emission and India's readiness to comply with the Paris Climate Agreement 2016 Japanese auto giants Toyota and Suzuki have decided to work collaboratively to introduce electric cars in India by 2020. India is the world's fifth biggest car market, and car companies see a lot of potential considering the Indian government's ambitious plans to convert the entire vehicle fleet in the country to electric by 2030. The Japanese auto majors signed a deal and a Memorandum of Understanding MOU in February.

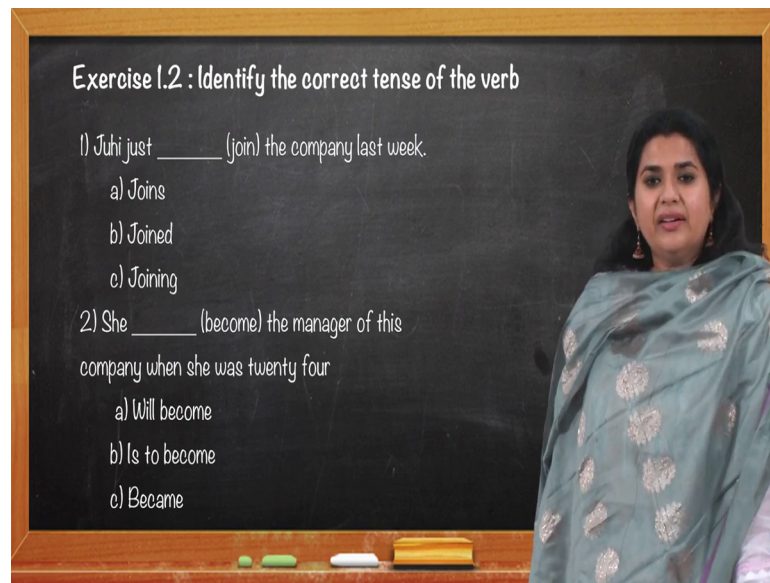
Suzuki which holds 50 percent passenger vehicle market share through its subsidiary Maruti - and Toyota - the world's largest automotive manufacturer will sign another MOU on considering a cooperative structure for introduction of electric vehicles EVs. A company statement said while Toyota would provide technical support, Suzuki would produce EVs and support some vehicles to and supply some vehicles to Toyota. And look at the reference here identify the tense form of the underlined words. To reduce, to comply, I have decided, is signed, will soon sign, considering.

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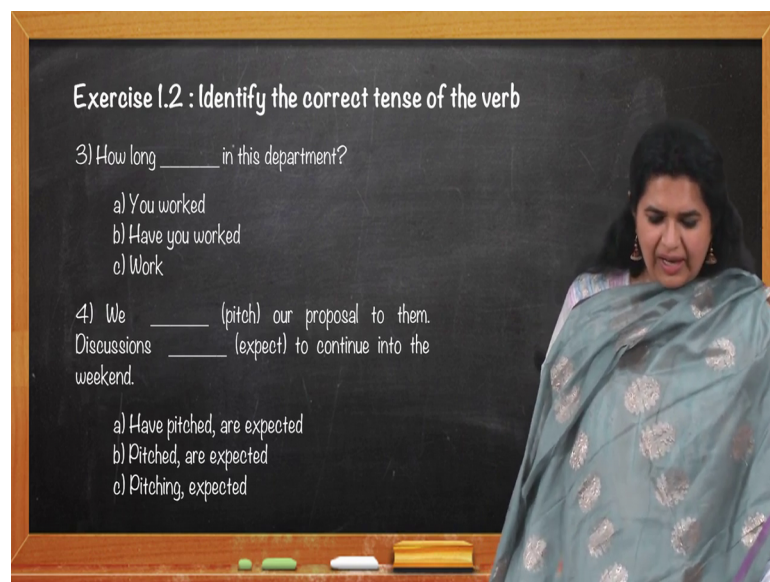
Here are your answers a - simple present, b - simple present, c - past perfect, d - simple present, e - simple past, f - simple future, g - present continuous.

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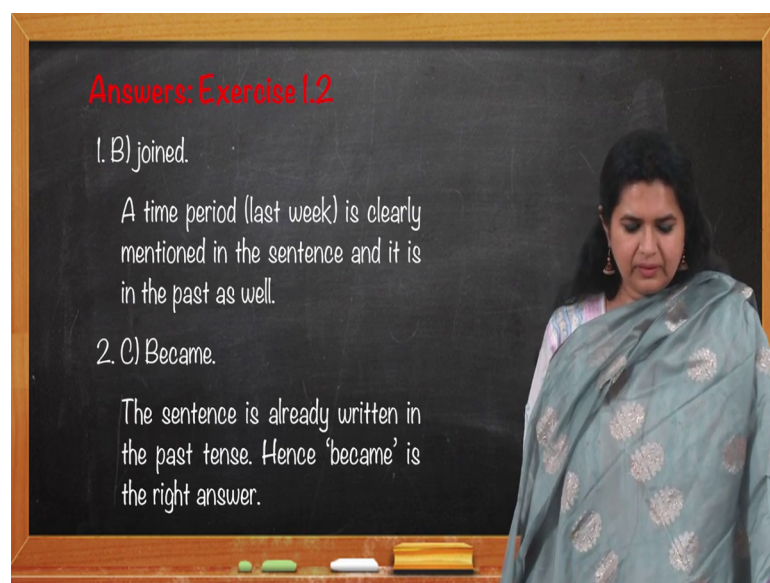
Next exercise, identify the correct tense of the verb. Juhi just dash the company last week. So, last week pay attention to this joins joined joining. She become the manager of this company when she was 24, will become, is to become, became.

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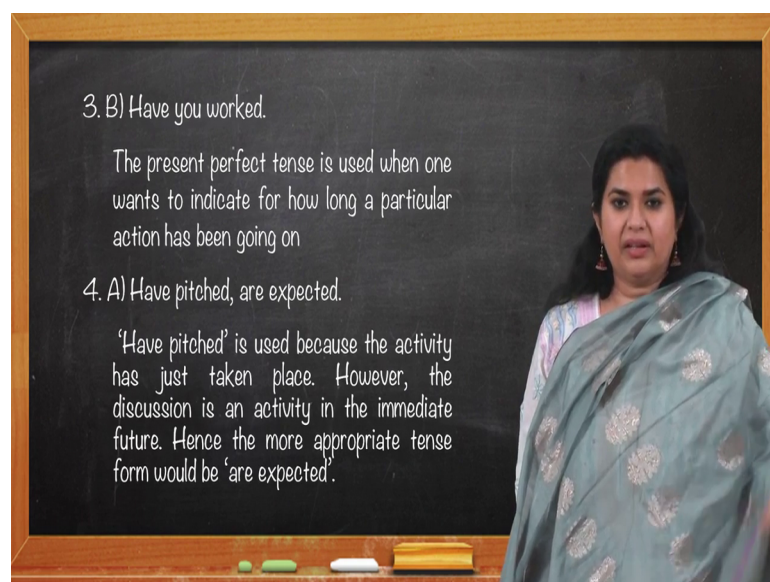
Number 3, how long dash in this department? You worked, have you worked, work. We dash pitch our proposal to them. Discussions dash expect to continue in the weekend into the weekend, have pitched, are expected, pitched, are expected, pitching, expected.

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And here are the answers. First, b - joined. And look at the explanation a time period last week is clearly mentioned in the sentence and it is in the past as well. And then c became; the sentence is already written in the past tense hence became is the right answer.

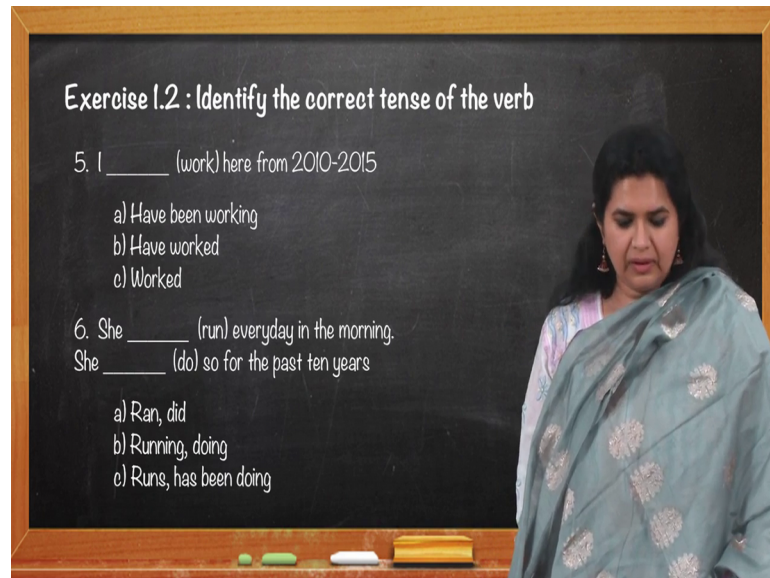
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Number 3, b - have you worked, the present perfect tense is used when one wants to indicate for how long a particular action has been going on. And 4, a - have pitched are expected have pitched is used because the activity has just taken place. However, the

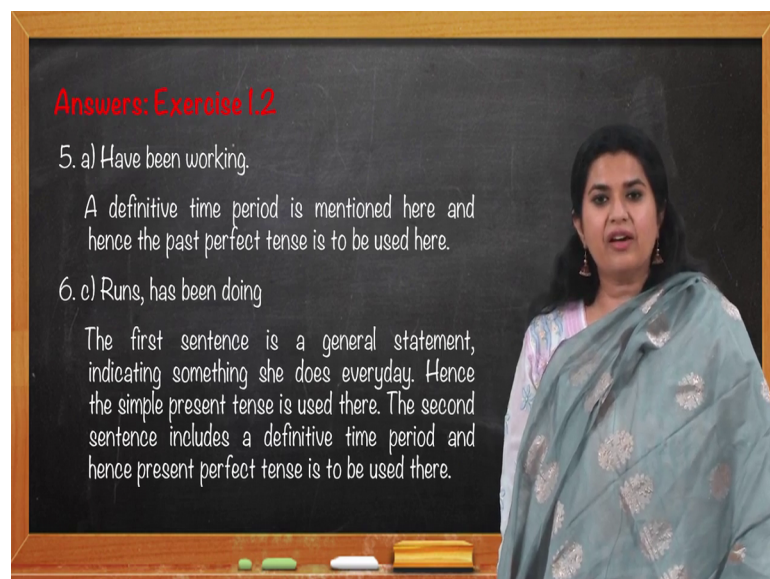
discussion is an activity in the immediate future hence the more appropriate tense form would be are expected.

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Next exercise, I dash work here from 2010 to 2015 have been working, have worked, worked. She dash run every day in the morning. She do so for the past ten years ran, did, running, doing, runs, has been doing which is the best pair.

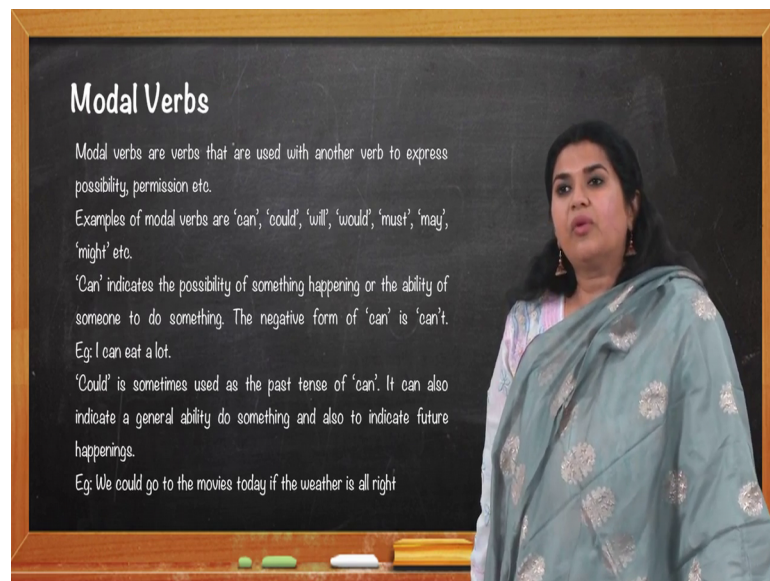
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And answers, have been working. So, definitive time period which is mentioned here and hence the past perfect tense is to be used here. And 6, c - runs has been doing she runs

and she has been doing this for the year. So, this is something that has been going on for a long time. And this is the explanation given. The first sentence is a general statement indicating something she does everyday. Hence the simple present tense is used there and the second sentence includes a definitive time period and hence present perfect tense is to be used here.

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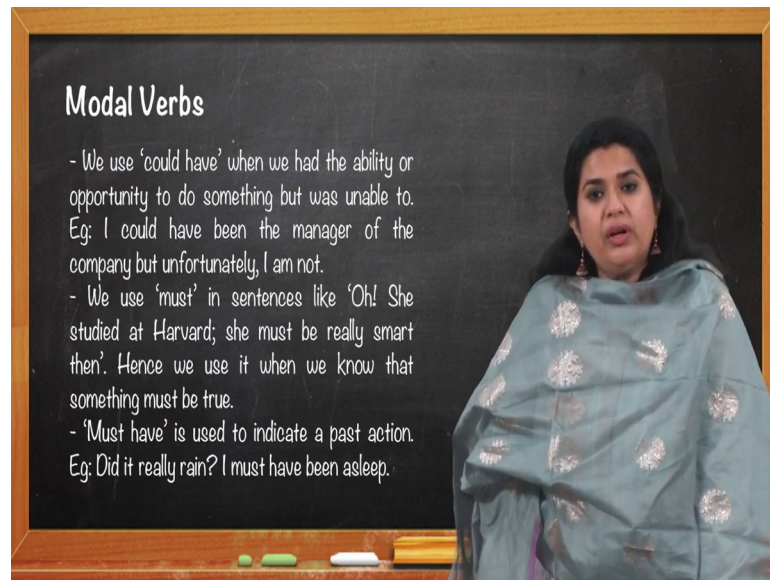


And let us now look at what are modal verbs. The modal verbs are verbs that are used with another verb, they do not they rarely stand alone; most of the time that use with another verb. Examples are can, could, will, would, must, may, might. In simple sentences, they stand alone; I can do that; she can do that; she will do that; I must go now, so go is also a verb. So, most often they are used with some other verb.

Now, can indicates, for example, I give examples like I can do this. So, let us look at can and do, do is also a verb, but when I say they can fish. So, which means they put fish in cans, they know how to fish and another meaning could be they put fish in can. So, here can is the main verb. When you say the canned fish has an act of fishing, and fish is the verb and can becomes a modal verb. But in the canned fish where we are talking about fish as a noun and can putting in cans, the act of putting fish in cans, when hear you are talking about here you are using c a n - can as the main verb. However, most of the time these modal verbs are used along with another verb to express possibility permission etcetera.

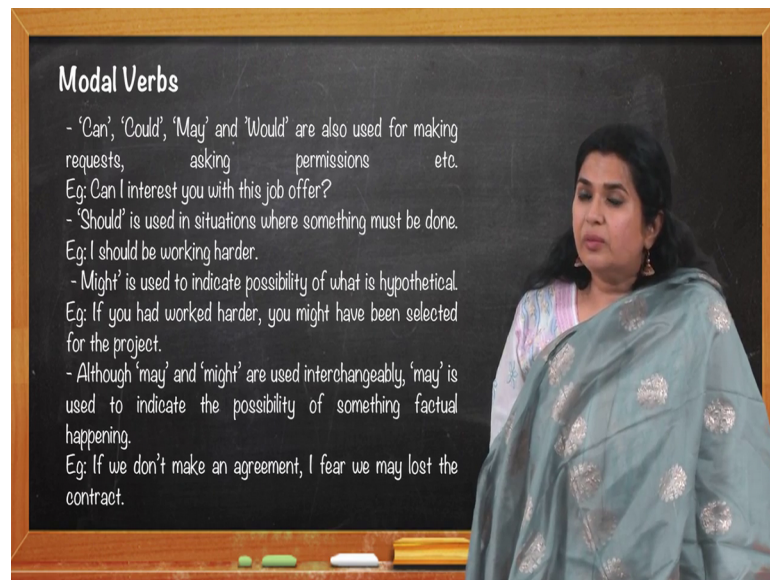
Can indicates the possibility of something happening or the ability of someone to do something. The negative of can is cannot or can't. Could is sometimes used as a past tense of can; it can also indicate a general ability to do something, and also to indicate future happenings. We could go to the movies today if the weather is all right.

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We use could have when we had the ability or opportunity to do something, but we were unable to. Example I could have been the manager of the company, I could have been the CEO of the company, but unfortunately I could not or I am not. We use must in sentences like that oh, she studied at Harvard; she must be really smart then, so must be. Sentence hence we use it here we use it when we know that something is true, must be true. Must have is used to indicate a past action. Did it really rain? I must have been sleeping I missed it.

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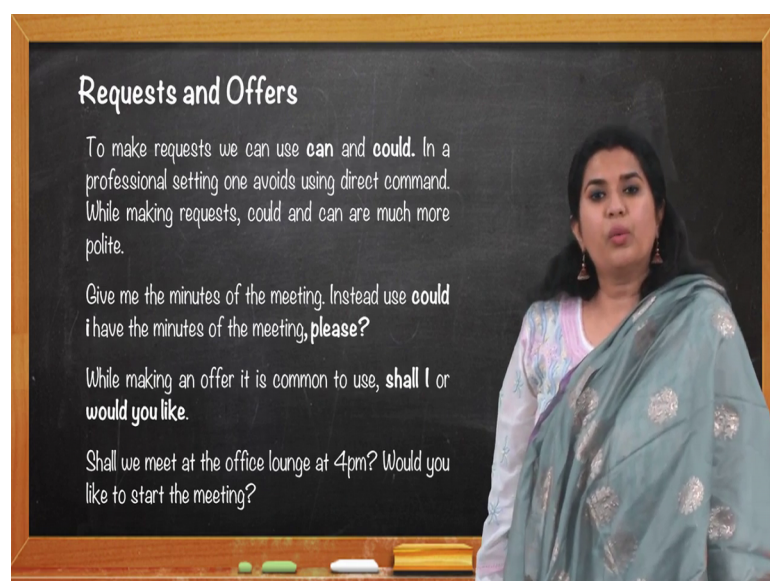


Modal Verbs

- 'Can', 'Could', 'May' and 'Would' are also used for making requests, asking permissions etc.
Eg: Can I interest you with this job offer?
- 'Should' is used in situations where something must be done.
Eg: I should be working harder.
- 'Might' is used to indicate possibility of what is hypothetical.
Eg: If you had worked harder, you might have been selected for the project.
- Although 'may' and 'might' are used interchangeably, 'may' is used to indicate the possibility of something factual happening.
Eg: If we don't make an agreement, I fear we may lost the contract.

To continue with modal verbs, can could may and would are also used for making requests asking permissions. Can I interest you with this? May I come in? Would you mind if I take your pen? Should is used in situations where something must be done example I should be working hard, I am not working hard enough. Might is used to indicate possibility of what is hypothetical, example, if you had worked harder you might have been selected for the project. Although may and might are used interchangeably; may is used to indicate the possibility of something factual happening. If you do not make an agreement, I fear you may lose the contract so an example.

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Requests and Offers

To make requests we can use **can** and **could**. In a professional setting one avoids using direct command. While making requests, **could** and **can** are much more polite.

Give me the minutes of the meeting. Instead use **could**
I have the minutes of the meeting, **please?**

While making an offer it is common to use, **shall I** or **would you like**.

Shall we meet at the office lounge at 4pm? Would you like to start the meeting?

Now, let us look at the way verbs are used in requests and offers. And the modal verbs are used here. To make requests we can use can and could. In a professional setting one avoids using direct command go and do that. Would you be able to do that that is the correct form. While making request remember could and can are much more polite. In business situations, business communication, you have to remember may I use this. Although for most of us this way of appear perhaps unnatural way of speaking. However, in business communication, especially we are talking about business communication in global situations, global workplaces, and here these kinds of politeness are much appreciated, use of politeness markers.

Give me the minutes of the meeting instead use, could I have the minutes of the meeting please. We do not just give direct command. While making an offer it is common to you shall I or would you like, shall we meet at the office lounge at 4 pm? Would you like to start the meeting, so that is the way. Start the meeting impolite, would you like to start the meeting, perhaps you would like to start the meeting. If I am a suggest so those are the politeness marks indicates of politeness which are extremely essential in business communication.

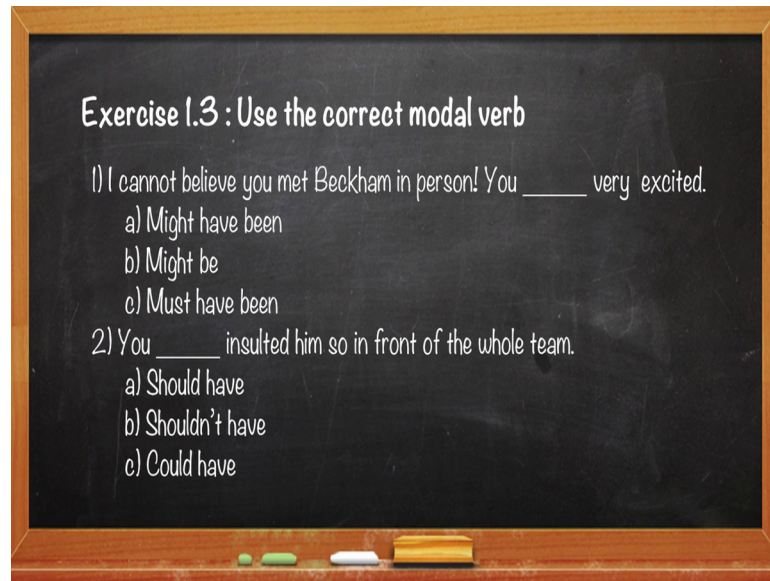
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Structure		
Person (First/Second/Third)	Modal verb	Action
I You He	Must, Can't	Be hungry Be walking Know this better
I You He	(Must, Can't) Have	Been hungry Been walking Been knowing
I You He	(May, Might)	Be hungry Be tired Be angry
I You He	(May, Might) not have	Been hungry Been walking Been knowing

Let us look at the structure here and the modal verbs. The person - first person, second person, third person we have already done, this modal verbs and action. Please look at the table here. You must be hungry; I know this better. You cannot be having - second

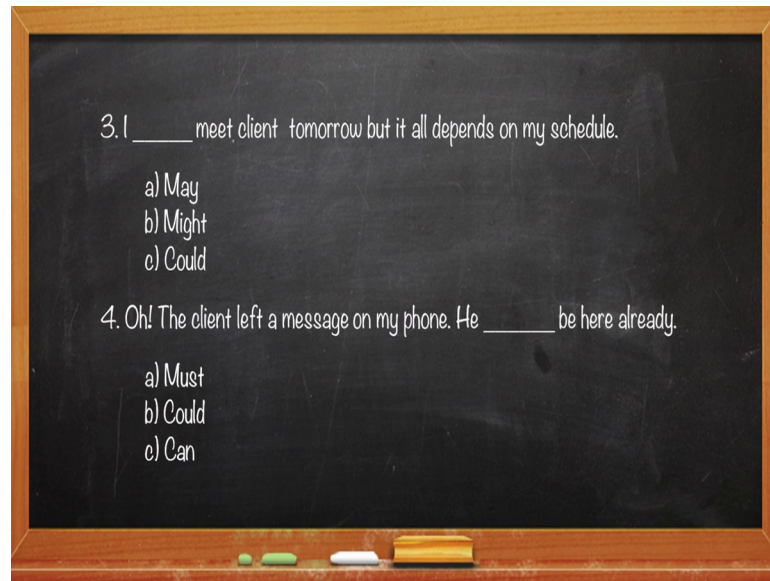
column. I have been walking. You can say you cannot be hungry or he cannot be hungry. He must have been hungry; he must have been waking. I may be hungry, be tired, be angry. You might be tired. He might be angry. I may have been hungry. You might have been walking. So, these are the common structures that are used with modal verbs.

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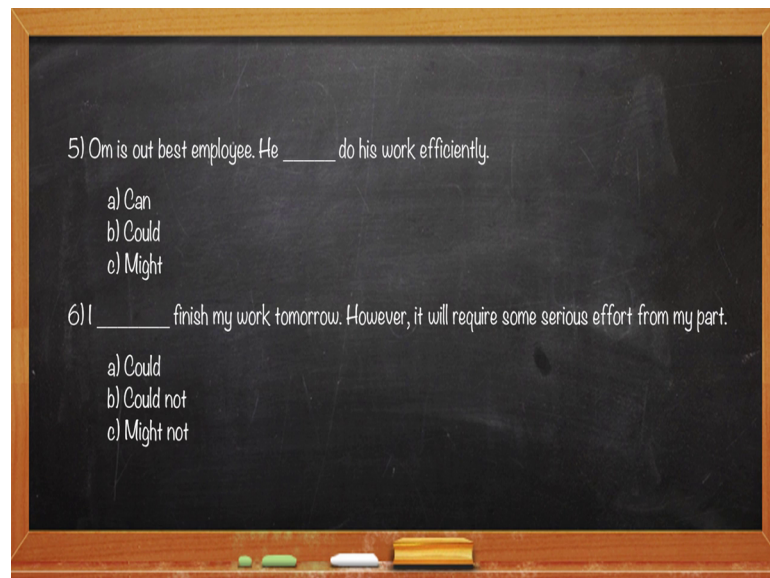
Now, use the correct modal verb here in these exercises. I cannot believe you met Beckham in person, you dash very excited. a - might have been, might be, must have been. Second you dash insulted him in front of so in front of the whole team. Should have, should not have, could have.

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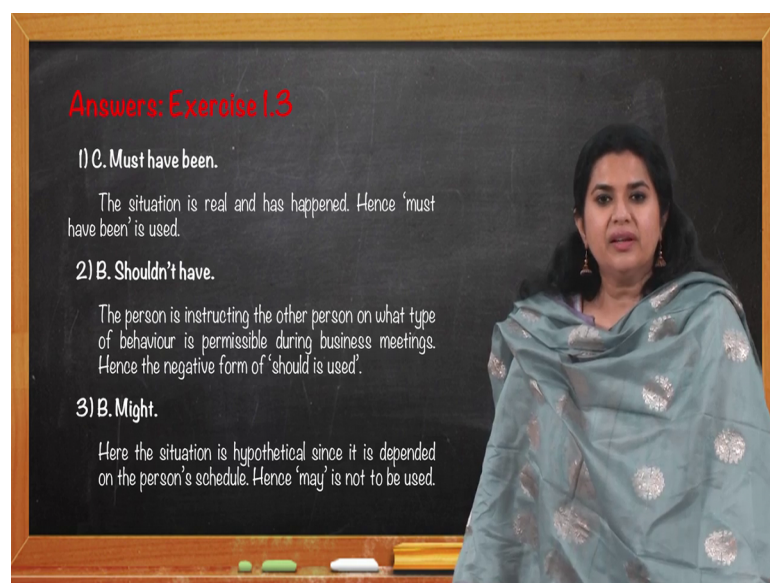
Number 3, I dash meet client tomorrow, but it all depends on my schedule. Number 4, oh, the client left a message on my phone. He dash be here already; must, could, can.

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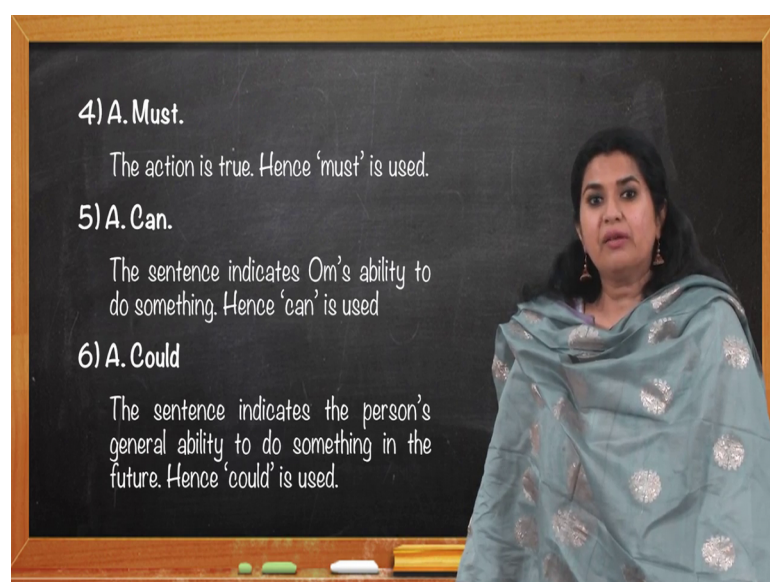
Next one, Om is our best employee. He dash his work efficiently; can, could, might. I dash finish my work tomorrow. However, it will require some serious effort from my part. Could, could not, might not.

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And here are the answers. For c, must have been the situation is real and has. So, you must have been very excited on meeting David Beckham. Second, b – should not have, you should not have insulted. The person is instructing the other person here in what type of behaviour is permissible. And third; b, might. Here the situation is hypothetical hence dependent on the person's schedule. Hence may is not really applicable.

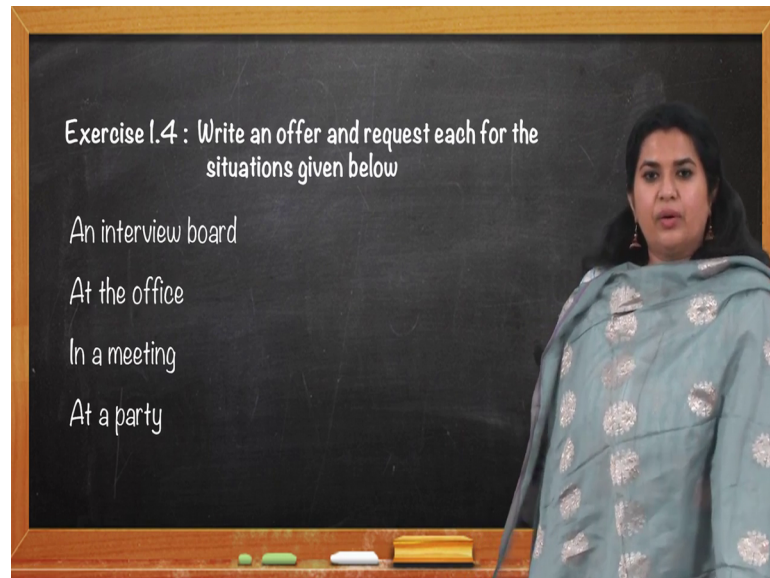
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And number 4, a – must. The action is true. Hence must is used. Number 5, a – can. The sentence indicates Om's ability to do something. Hence can is used. And 6, a – could.

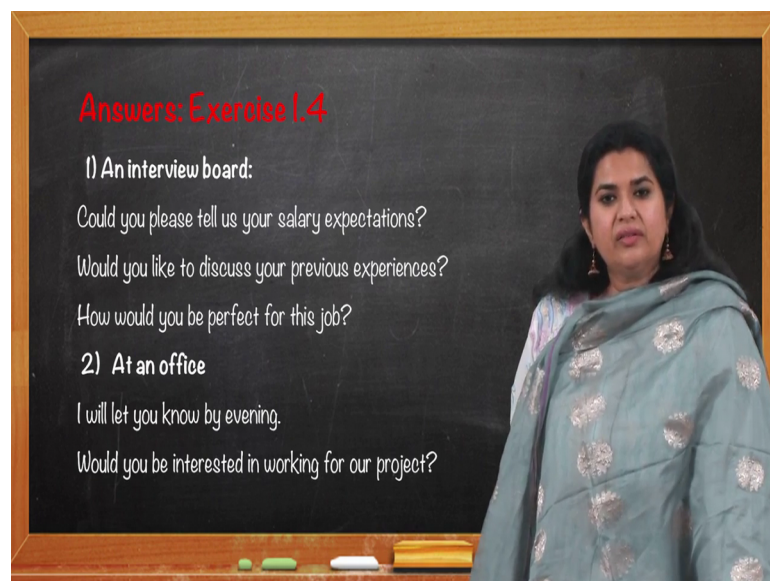
The sentence indicates the persons general ability to do something in the future. Hence could is used.

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Look at this exercise. Now, write an offer this is something for you to do and request each for the situations given below, an interview board, at the office, in a meeting, at a party.

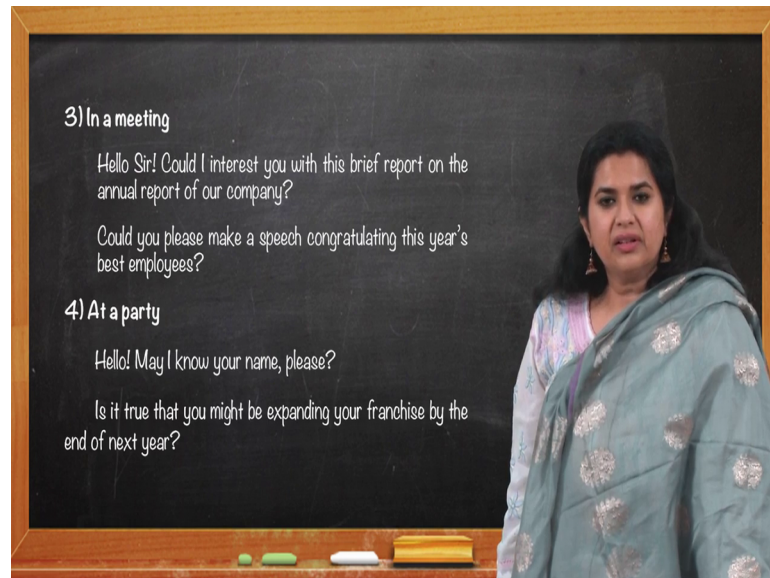
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An interview board. See, this is the way could you please tell us your salary expectations? Would you like to discuss your previous experiences? How would you be

perfect for this job? At an office, I will let you know by evening. Would you be interested in working for our project?

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Next one in a meeting or at a meeting rather, hello sir could I interest you with this brief report on the annual report of our company? Could you please make a speech congratulating this year's best employees? So, what we are doing we are looking at practices in business communication best kind of language in business communication. Let me repeat this is not the way you may talk in your everyday language you need not be so polite with your friends or family members. However, in a global working place these markers are expected this sort of behaviour is expected. To some of us it may appear artificial unnatural and put on, however, this is what is expected. And to the native speaker, this is not a natural at all this comes very naturally is a part of their a bringing and everyday speech. So, therefore, we have to be conversant with this if you want to work in a global workplace.

And at a party, hello may I know your name please, we do not ask your good name that is the way we may talk in our situation, but may I know your name please is very global. Is it true that you might be expanding your franchise by the end of next year? This is the polite way of enquiring after something.

Thank you very much. And this to recap we have done modal verbs and tenses in its various or tenses in their various forms. So, we will soon meet for our next class.

Thank you.