UNIT 06

RESPOND TO WRITTEN REQUEST (3)

I. EXAM FOCUS

PIECES OF INFORMATION

Sample question

From: C. Davis, Customer Affairs Manager, Plus Airlines

To: V. Miller

Subject: Your complaint

Sent: September 4, 2:52 P.M.

Dear Ms. Miller.

I understand you had a problem on the Plus Airlines flight from Moscow to LA. last Wednesday. **Please email me back with more information about the problem you encountered so that we can handle this issue effectively.**

Yours sincerely,

C. Davis

Sample response

Dear Mr. C. Davis:

I'm writing to tell you about two separate incidents that occurred on flight P032B. **Firstly, the flight itself was delayed by 2 hours. This caused me great inconvenience. The second incident occurred mid-flight, When I had to repeatedly push the call button in order to get the attention of a flight attendant. I expect much better service from your company next time.**

Yours,

V. Miller

LIVEWORKSHEETS

II. HOMEWORK

Exercise 1. Respond to written request (you can use the given words)

Email 1.

From: Carla Sondheim

To: Edward McCurdy

Subject: Car for sale

Sent: May 2, 8:26 a.m.

Edward,

I am interested in the '94 Toyota you have for sale. Could you tell me when the last maintenance work was done on it? Does it need any repairs now (including body work)? Also, when would be a good time for me to come and see it?

Direction: Response to the email as if you are Edward McCurdy. In your email, answer Carla's questions. Your email should include at least THREE pieces of information and ONE question.

100,000 miles on it

on time at 90, 000 miles

two new tires

plastic strip along the bottom of the front bumper is loose.

Dear Carla,

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LIVEWORKSHEETS

Email 2.

To: James Cohen

To: Briana Nelson

Subject: Apartment for rent

Sent: April 13, 1:11 p.m.

Ms. Nelson,

I am interested in the apartment you have for rent. Can you tell me how big it is, and if it has any yard? Also, what is the neighborhood like, in terms of nearby stores and safety? I am free any day next week to come and see it, so let me know when is a good time for you.

Thank you

Direction: Response to the email as if you are Briana Nelson. In your email, answer James' questions. Your email should include at least THREE pieces of information.

1,050 square feet

Small backyard

Residential

Just a few blocks away there is a commercial street

Moving in

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LIVEWORKSHEETS

Email 3.

From: Bill Britten, Teacher's Association Chairman

To: TA Members

Subject: Summer Concert Participant Recruitment

Sent: May 28, 3:45 P.M.

We're going to hold our annual summer concert festival form July 7 to 11. If you have any students interested in playing in our orchestra, please give us their names and the instruments they play so they can join in this wonderful even. Please reply by email no later than June 6.

Thanks in advance for your assistance.

Directions: Respond to the email as if you are a member of the teachers' Association. In your email, ask TWO questions and give ONE piece of information about the event.

Participate

Participants' list

Days and hours of rehearsal

Auditions

Gifted violinist

Offer scholarship to a specialist music college

Indicated

Joining the orchestra

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LIVEWORKSHEETS