

Clarifying and Confirming

Structure and Organisation

In business, it is very important to clarify anything which you are not certain about. This helps you avoid making mistakes. Once you are sure you understand clearly, it's good business practice to confirm this, especially if you have asked for any clarification.

In cases where clarification is not necessary, it is still good practice to confirm. This assures your reader everything is in hand.

An email whose main purpose is to clarify or confirm information will generally be quite simple in structure.

Asking for Clarification

If the purpose of the email is to clarify, use this model structure:

- ❖ Refer to the issue you want to clarify
- ❖ Clarify the main issue
- ❖ Clarify further issues (if any) (use numbered points if there are more than two)
- ❖ Thank the reader in advance for their help
- ❖ Polite close

Here's a typical initial email:

Subject: AS Software Installation

Tim

I've received your instructions for the installation of the AS software on our server. However, **I'd like you to clarify a couple of issues.**

I'm a little confused about the name of the new directory we have to set up on our server. **Can you clarify if the directory has to be called AS1 or if we can use any name?**

Also, I'm not sure where to extract the license file to. **Can you clarify which is the correct folder?**

I would be grateful if you could clarify these two issues.

I look forward to hearing from you.

Regards,

John

Responding to a Request for Clarification

If the purpose of the email is to confirm, use this model structure:

- ❖ Refer to the issue you want to confirm
- ❖ Clarify/confirm the main issue
- ❖ Clarify/confirm further issues (if any) (use numbered points if there are more than two)
- ❖ Polite close

Here's a typical email: (a reply to the above email)

Subject: AS Software Installation

John

You asked me for some clarification on the AS software installation on your server.

First, you can use any name for the new set-up directory. You don't have to use AS_1.

Second, I can confirm that 'IT license' is the folder that the license file must be extracted to.

If you have any other queries regarding the installation, please feel free to ask.

Regards

Tim

Note:

1. If there are more than two clarifications needed, use bulleted or numbered points.
2. Alternatively, highlight each question in bold or a different colour and place your answer below each one.

Confirming Details/Arrangements

In cases where you've made verbal arrangements by phone, it's a good idea to email confirmation in writing. Use this model structure:

- ❖ Refer to the arrangement
- ❖ Confirm details of the arrangement
- ❖ Polite close

Here's a typical email:

Subject: Meeting on 12 September

Dear Janice

I would just like to confirm the details of the meeting that we arranged today.

My colleague, Ruth Palmer, will meet you at your office on 12 September at 3.30 pm.

In case you need to contact Ruth, you can reach her on 947858493.

Best regards

Susan

Subject: Corporate Function, 6 November

Jason

I would just like to confirm the arrangements for your corporate function on 6 November at the Elizabeth Hotel.

The details are as follows:

- Large function room booked from 6 to 12 pm.
- Catering provided for 120 guests – 3-course dinner
- Jazz band to perform from 9.30 to 11.30 pm.
- Cost per head: \$85

If you have any queries about these arrangements, please let me know.

Regards

Subject: Order for Computer Equipment

Dear Mr Jeffries

This is to confirm your order for computer equipment placed by phone on 22 October.

The details of your order are as follows:

- ❑ 6 x 19" LCD Sony Monitor @ \$192 each
- ❑ 4 x JCX9 Laser Printers @ \$150 each
- ❑ Total cost: \$1,772

We will invoice you separately for this order.

I'd like to confirm that we will deliver these items to you on 26 October between 1 and 5 pm.

If you have any questions regarding your order, please call us on 2516 3823.

Best regards

Jack

Subject: Accounting for Non-Financial Managers Presentation

James

I'd just like to clarify a few points about the presentation you'd like me to give on "Accounting for Non-Financial Managers" on 1 November.

First, can you clarify whether the attendees have any financial management experience?

Second, can you confirm that the maximum number of attendees will be 10?

And finally, can you clarify how long the presentation should last and whether we should

include a question-and-answer session?

As time is short, I'd appreciate it if you could get back to me on these points as soon as

possible.

Best regards

Nancy

Subject: Accounting for Non-Financial Managers
Presentation

Peter

Regarding the presentation “Accounting for Non-Financial Managers” you will give on 1 November, I’d like to make the following clarifications:

1. I can confirm that none of the attendees has any financial management experience.
2. I’d also like to confirm that there will be no more than 10 attendees.

The presentation should last for 1 hour. We’ve scheduled 20 minutes for questions and answers at the end of the presentation.

Please call me on 2746 4893 if you have any further issues.

Regards

Ben

Functional Language

Saying You Are Unclear

I'm a little confused about

I'm not totally clear about/on....

I'm not sure what you mean when you say....

I don't understand how/why/what/which

I have a query/question about....

I have a number of queries concerning....

Asking for Clarification

Could you just clarify a few things/points?

Could you clarify/explain what you mean by?

I need you to clarify a few things for me.

Would you mind clarifying if/whether...?

I'd like you to clarify some issues.

Querying Points

Should I say my name before the name of the company?

Do I need to push the hold button twice?

Is it a good idea to call someone after hours?

Do I have to register every customer query?

Are you saying that I need to call you before...?

What do you mean by "comparative standards"?

Do you mean that?

What do you mean when you say.....?

What does BSG stand for?

Asking for Confirmation

Please could you confirm that?

Would you mind confirming the details of?

Could I ask you to confirm if/whether?

I would be grateful if you could confirm....?

I would appreciate it if you could confirm....?

Please confirm what/which/how many

Can you (just) confirm.....?

Giving Confirmation

This is to confirm that....

I'd (just) like to confirm

This confirms.....

I would like to confirm.....

Polite Close

I look forward to hearing from you.

I look forward to your response.

I hope to hear from you soon.

If you have any further queries, please contact us?

Please feel free to call me if you have any more questions?

Please ask if you need any further help