



WRITING

An enquiry

I can write a formal email requesting information.

- 1 You want to do an English course in the UK. Read the ad and write down three questions you would like to ask about the school.

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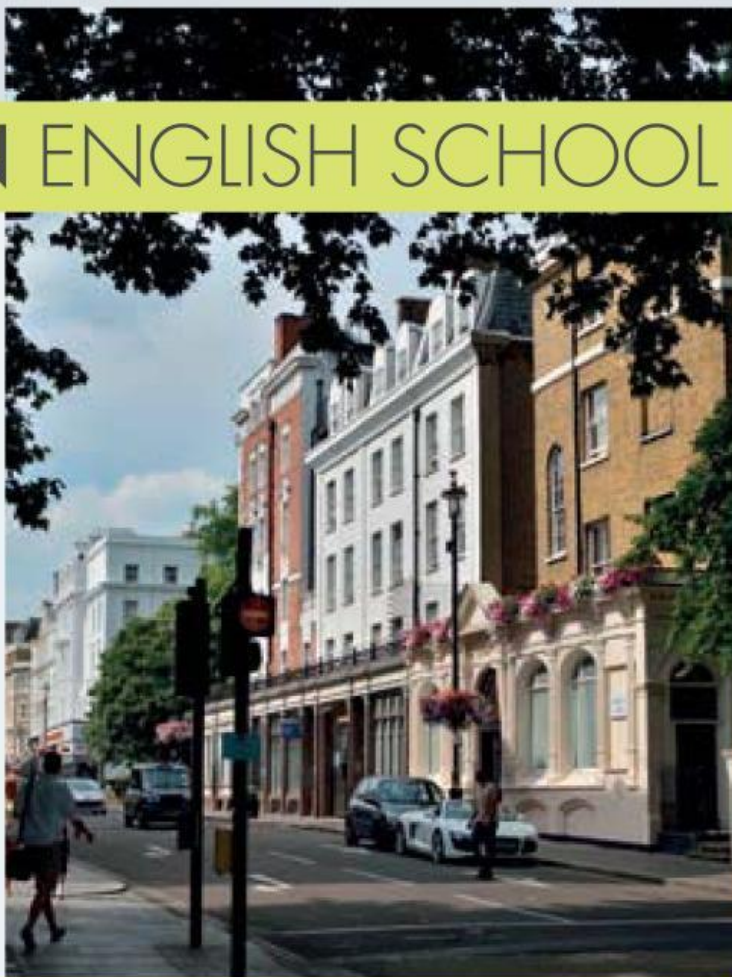
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or write to

enquiry@paddingtonenglish.co.uk



Dear Sir or Madam,

I am a seventeen-year-old Italian student, and I am writing to enquire about doing an English course at your school next summer. I am particularly interested in doing the Cambridge First Certificate exam. I got good marks in my English exam this year, and I think I am B2 level. Could you tell me how long I will need to study and how much it will cost?

I would also like to know if you can arrange accommodation for me. Could you tell me what kind of accommodation you provide, and how much it costs?

Finally, I would be grateful if you could send me details of how to book a course and how to pay for it.

I look forward to hearing from you.

Yours faithfully,

Analisa Bargellini

- 2 Read Analisa's email of enquiry. Did she ask any of the questions you wrote down?
- 3 Put the sentences summarising the email in the order they appear (1–3).
 - a polite questions about the information you need ☐
 - b what you would like the reader to do ☐
 - c information about yourself and why you are writing the email ☐

- 4 Read the **WRITING FOCUS**. Complete the examples with the phrases in purple in the email in Exercise 2.

WRITING FOCUS

An enquiry

- Start the email with *Dear Mr or Mrs* and the person's surname. If you don't know the person's name, you use *Dear Sir or Madam*.
- Don't use abbreviations or contractions. Use full forms: *I would* (NOT *I'd*)/² _____ (NOT *I'm*)
- Use formal expressions to:
 - say why you are writing the email: ³ _____
 - ask for information: *I would also like to know if .../* ⁴ _____
 - ask somebody to do something for you: *I would be grateful* ⁵ _____
 - say that you expect a reply: *I look forward to* ⁶ _____
- Finish the email with *Yours sincerely* if you know the name of the person you're writing to, or ⁷ _____ if you don't.

- 5 Read the **LANGUAGE FOCUS**. Complete with examples in the email in Exercise 2.

LANGUAGE FOCUS

Indirect questions

- You use indirect questions in formal letters and emails when you want to be more formal.
- Word order in indirect questions is the same as a statement: subject + verb (+object)
How long will I need to study and how much will it cost?
 → *Could you tell me how long I will need to study ...*
What kind of accommodation do you provide and how much does it cost? → ² _____
- When there is no question word in a direct question, you use *if* or *whether* in the indirect question.
Can you arrange accommodation for me? → ³ _____
Could you send me details of how to book a course? → ⁴ _____

- 6 Complete the indirect questions.

- Does your school have a canteen? →
 Could you tell me _____?
- Can my friend stay with the same host family? →
 I would like to know if _____.
- How far is the school from the nearest tube station?
 → Could you tell me _____?
- How many students are there in a class? →
 I would like to know _____.
- Could you send me an application form? →
 I would be grateful if _____.

- 7 Rewrite the email so that it is more formal. Use the **WRITING FOCUS** and the **LANGUAGE FOCUS** to help you.

Hi

I'm coming to London in July and I'd like to attend your school and improve my English. Please tell me how I can register with your school.

Do you have a space for me? I'm 17 years old and I'm from Spain. How much does it cost? I don't have anywhere to stay in London – can you help me with accommodation?

I hope you reply soon.

Thanks.

SHOW WHAT YOU'VE LEARNT

- 8 Do the writing task. Use the ideas in the **WRITING FOCUS** and the **LANGUAGE FOCUS** to help you.

ST JOHN'S SCHOOL

Study English in the beautiful, peaceful village of Amberley.

Small groups, experienced staff, excellent host-family accommodation.

For information about exams, fees and availability, please call 00 44 543 43 32 21 or write to Mary Johnson at mary@stjohn.edu



You've read the advertisement and you want to learn English at St John's School. Write an email to the school asking for more details. Include the following information:

- introduce yourself and explain why you're writing
- ask for the information about the exam, the nearest city and public transport
- ask about the accommodation and say that you're expecting a reply.

Dear Sir or Madam,

I am a sixteen-year-old Turkish student and I am writing ...