Dear Mr Mitchell,

I am writing in reference to the current situation with the Skipton Airport Project. We have a number of questions **which we hope you could answer (a).**

First of all (b), could you please provide us with an update on where you are on the Skipton Airport Project? We would also appreciate it if you could **clarify (c)** what the current issues with the delivery system are, and confirm when you expect them to be resolved.

In addition (d), at the end of our last meeting, **we requested (e)** a copy of the latest project update report. Unfortunately, we have still not received it. **We would appreciate it if you could forward this to us (f).**

Could you also please confirm (g) whether the post-installation support covers the equipment 24 hours a day? And what is actually included in the support? **In particular (h)**, we would like to have confirmation if the cost of parts and labour are included in the package? **We require (i)** this information as soon as possible.

And lastly, **we are considering (j)** extending the period of the post-installation support from your company from 6 months to 12 months. **We would be very grateful if (k)** you could provide us with a quote for this extension.

I would really appreciate it if you could deal with these matters urgently.

I look forward to hearing from you.

Yours sincerely,

Ian McAdam
Development Manager

LIVEWORKSHEETS

1. A formal way to say that you 'asked the person for' something before, is

2. A formal way to say in an email 'we are thinking about' doing something, is

3. When you have more than one question to ask, you use this to introduce the first question.

4. A more formal way to say in an email 'also', is

5. A politer way to say 'we want', is

6. A polite way to ask the person to send you something (e.g. a file, a document etc...) by email, is

7. A phrase like 'specifically', which is used to say exactly what information you want them to give you, is

8. A verb used to ask the person to 'explain' something to you, is

9. A formal way to say that 'you would be pleased' if they do something for you, is

10. How you begin a question when you want the person to tell you if something will happen (or is included) or not, is

11. A polite phrase that introduces the section of the email where you ask the person your questions, is

LIVEWORKSHEETS

Email 1

to contact me 6902341899

Yours sincerely due to a prior commitment

Dear Mr Smith,

Thank you for the invitation to the review meeting on the 12 July. Unfortunately, _____ that I am unable to change, I will not be able to attend the meeting.

If you need _____, please do not hesitate to do so on my mobile, _____.

I apologise for any inconvenience this may cause.

_____,

T Berridge

Email 2

due to personal reasons Would you object if we postponed

what day would be convenient for you? Allow me to apologise for

Dear Miss Garland,

With reference to the upcoming review meeting on Thursday the 13 November, I am afraid that _____, I will not be able to attend.

_____ the meeting to next week? If this is appropriate, _____

If you have any questions, please do not hesitate to contact me on my mobile, 1902341892.

_____ any inconvenience this may cause.

I look forward to hearing from you.

Yours sincerely,

D Mitchell

LIVEWORKSHEETS