

# 5.7

## 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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# PADDINGTON ENGLISH SCHOOL

Central London location, ideal for shops, art galleries and museums.

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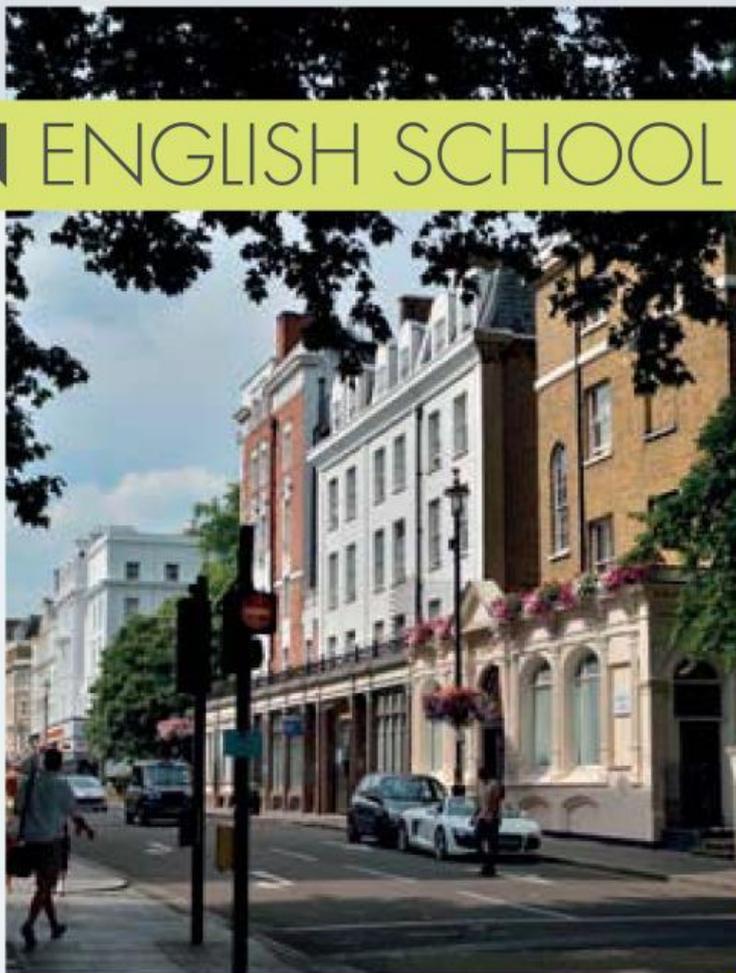
IELTS, TOEFL, CAMBRIDGE, PTE

Excellent teachers, competitive prices.

Contact us: call **00 44 208 44 44 44**

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*)/<sup>2</sup> \_\_\_\_\_ (NOT *I'm*)
- Use formal expressions to:
  - a say why you are writing the email: <sup>3</sup> \_\_\_\_\_
  - b ask for information: *I would also like to know if .../* <sup>4</sup> \_\_\_\_\_
  - c ask somebody to do something for you: *I would be grateful* <sup>5</sup> \_\_\_\_\_
  - d say that you expect a reply: *I look forward to* <sup>6</sup> \_\_\_\_\_
- Finish the email with *Yours sincerely* if you know the name of the person you're writing to, or <sup>7</sup> \_\_\_\_\_ 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?* → <sup>2</sup> \_\_\_\_\_
- 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?* → <sup>3</sup> \_\_\_\_\_  
*Could you send me details of how to book a course?* → <sup>4</sup> \_\_\_\_\_

6 Complete the indirect questions.

- 1 Does your school have a canteen? →  
 Could you tell me \_\_\_\_\_?
- 2 Can my friend stay with the same host family? →  
 I would like to know if \_\_\_\_\_.
- 3 How far is the school from the nearest tube station?  
 → Could you tell me \_\_\_\_\_?
- 4 How many students are there in a class? →  
 I would like to know \_\_\_\_\_.
- 5 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.

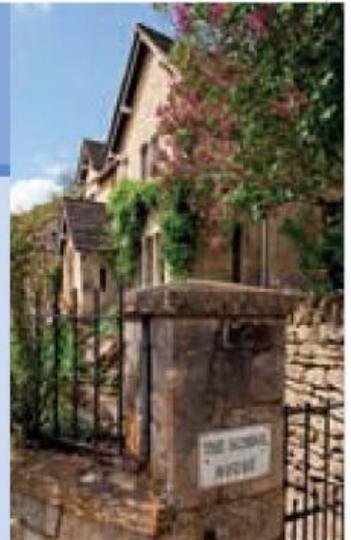
### SHOW WHAT YOU'VE LEARNT

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](mailto: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 ...