



AN EMAIL REQUEST FOR HELP

To: James Forrester
Date: 6 November
Subject: Possible help with product design

Dear James,

As you know, we have been working on the new perfume that we are launching in April and we are unsure about some of the packaging details. We have seen some of your creative work in the sales department and we think you have a very good eye for detail.

Do you have some time before close of business this Friday to sit down with us and talk through some of our designs? We would truly appreciate your advice on this. It shouldn't take longer than two hours of your time and we would be happy to clear it with Patricia, your department head, if necessary.

Best regards,

Sarah Ford

*Head of Department
 Product Design*

A) READ THE TEXT BELOW AND CHOOSE THE BEST OPTION.

1. What department does James work for?
2. Which department is working on the new perfume?
3. What is happening in April?
4. What is Sarah requesting?
5. Who is the head of the Sales Department?
6. When would Sarah like to sit down with James?

B) MATCH THE DEFINITIONS (a-f) WITH THE VOCABULARY (1-6).

VOCABULARY

- 1) To clear something with somebody
- 2) To talk through something
- 3) Product design
- 4) To launch a product
- 5) To have a good eye for detail
- 6) Packaging

DEFINITIONS

- a) The material used to protect goods and present them to the customer.
- b) The process of producing or improving a product to suit customer's needs.
- c) To introduce a product to the customers for the first time.
- d) To be good at noticing the smaller but important parts of things.
- e) To discuss something carefully and in detail.
- f) To get approval or permission from somebody to do something.

1	
2	
3	
4	
5	
6	

C) WRITE A NUMBER TO PUT THE EVENTS IN THE ORDER THEY ARE MENTIONED.

	James has a meeting with Sarah and her team.
	The product design department starts work on the design of the new perfume.
	Sarah asks Patricia for permission to use James.
	The product design department introduces the new perfume to the public.
	Sarah and her team finalise the details of the packaging for the new perfume.
	Sarah writes an email to James asking for help.