



Making Enquiries

Structure and Organisation

Here, we'll look at how to write email of enquiry. These emails describe what the writer wants and why. Such

Email is generally quite short, generally ranging **from between 1 and 3 paragraphs**.

They may also include

a request for information.

First of all, here's an example of a typical email whose purpose is to **enquire**.

Subject: Stationery Supplies (Ref: 58784M)

Hi Susan

I refer to our stationery order we put in last week. **I would just like to know when our stationery order will be delivered.** We are running low on printer paper and will need new supplies before the end of the week.

If the delivery won't arrive until next week, **could you please let me know which department has a surplus supply of paper?**

Please **would you confirm this as soon as possible?**

Regards

Kate



Enquiry email will vary greatly in length and complexity. Most are usually very short though.

Below we outline a structure to cater for most possibilities.

Subject Heading

Include a subject heading which **makes clear what the enquiry is about.**

Model AN126

Catalogue item number HK383

Invoice number 3482392

Annual Leave

Query about Website

Question about Accounting Software

Opening Paragraph

Because these are initial communications, you do not need to thank the reader for a previous email, but you do need to establish a point of reference – an explanation of why you are writing to that company rather than to any other, or an indication that you think the company can help you.

a) This can be very general:

I am writing to enquire/ask if + clause

I am writing to enquire if you can supply these items.



b) It can be more precise:

We understand that + clause

We understand that you are the agent for this type of product.

We have been informed that + clause

We have been informed that you are able to provide Blue Ocean strategy training.

c) It can be very precise:

We are writing with reference to + noun phrase

We are writing with reference to your advertisement ...

According to + noun phrase + clause

According to your brochure,

This point of reference will be followed by the enquiry, which can be expressed from two points of view:

1. the writer can ask, enquire, like to know.

2. the reader can tell, inform, let (you) know, confirm.

Most of these verbs can be followed by a noun or a clause:

We are writing to ask the lead time required.

We are writing to ask if the statistics are already available.

I would like to know further details.

I'd like to know where we can obtain further information.

Please could you confirm the deadline?

Please would you confirm when your manager will contact me?



Second Paragraph

The second paragraph gives **further details of the enquiry**. This may include a further enquiry related to the original enquiry, or it may include a new enquiry.

The second paragraph may also include a request.

a) Further related enquiry

Try to link the related enquiry with the original enquiry using phrases like 'Further to this,' 'In the same connection,' etc.

Further to this, I would like to know if...

On the same subject, could you tell me if...

In the same connection, I'd like to know whether....

b) new enquiry

You may want to make more than one enquiry, and the link expressions **'also'**, **'in addition'** are useful:

I would **also** like to know if/whether...

Could you **also** tell me if/whether...

In addition/Furthermore, please would you let us know

c) Request for further details

Sometimes you may already know some information and want further details; when you have made the first enquiry, you can become more direct.

Please **would** you let us have further details of ...

Please **can** you give us full particulars of...

Would you please email me further information about...



d) Reason for your enquiry

This is not necessary unless it helps your reader to give you the information you require.

Please **could you let us know** the date of delivery as we need the equipment urgently?

We'd appreciate it if you could let us have this information soon as we need to make a purchase decision by the end of the month.

Closing Paragraph

This will be quite short in this sort of text.

Thanks. (For a very informal and normal enquiry or request)

I look forward to hearing from you.

I am looking forward to hearing from you.

Thank you for your assistance.

We would appreciate it if you could let us have this information as soon as possible.

Please **could you confirm this by xxxx.**

If you think the reader might have further questions, you can suggest that he or she contact you; e.g.

Please call me if you have any questions/queries.

Please feel free to email me if you have any question/queries



E-mail models

Subject: Call with Andrea and Charlie

Hi John,

Further to today's phone call with Andrea and Charlie, they now want to set up another call with you on 18 October at 11.30 am. The call should last about an hour. Would you please let me know if the timing fits in with your schedule?

If the schedule is OK, which number shall I ask them to call you on?

Could you let me know today as I said I'd get back to them before 5?

Regards
David

Subject: Quality Control Workshop

Dear Helen

I am writing to enquire whether your company could offer a workshop on Quality Control for our managers.

The Quality Control training workshop (Ref.: QC 104) detailed in your corporate brochure might be suitable for us.

I would like to know if it is possible for you to offer a 3-day training workshop starting before October 20xx, for a group of 10.



In addition, **could you send us** some background information about the trainer you would use to conduct the workshop?

I am looking forward to hearing from you.

Best regards
Samantha Rogers

Further to ... en relación con...

used in business letters to refer to an earlier letter, conversation, meeting, etc.:

Further to our recent telephone conversation, we are writing to confirm

Subject: Lunch on Wednesday

Jack

I just wanted to ask if you were free to join Kevin McCloud and myself for lunch this coming Wednesday.

It might be a good opportunity for you to bring up that proposal you mentioned to me last week.

If you can make it, can you let me know?

Thanks
George



Subject: Function Room Availability

Dear Ms Jones

I am writing to enquire about the availability of function rooms at your hotel from 19 to 23 December this year.

As Chairman of the Christmas Party Committee, I am trying to find a suitable hotel for our function. Your information would be extremely valuable and much appreciated.

I would appreciate it if you could provide me with the following information:

1. The availability of function rooms between the above dates with a capacity to hold 60 people.
2. The services available such as food, drinks and entertainment.

I would be grateful if you could email me the relevant information in the near future.

If you have any queries, please call me on 26464638.

I look forward to hearing from you soon.
Yours sincerely



Subject: Vacancies

Dear Mr Turner

I am writing to ask if you have any vacancies in your sales department.

I have just graduated from Hong Kong University with a degree in marketing and would like to gain some experience in an entry level position.

I have attached my CV for your reference.

I look forward to hearing from you.

Kind regards
Thomas Lambert

Subject: Flash Software

Naomi

Could you tell me if you have anyone in your department who is familiar with Flash software?

We'd like to make some minor changes to a file.
I hope to hear from you soon.

Regards
John