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

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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 ☐

LIVEWORKSHEETS

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 [1]*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:
  - **a** say why you are writing the email: [3] _____
  - **b** ask for information: *I would also like to know if .../* [4] _____
  - **c** ask somebody to do something for you: *I would be grateful* [5] _____
  - **d** 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?
  → [1]*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.

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 _____ .

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.

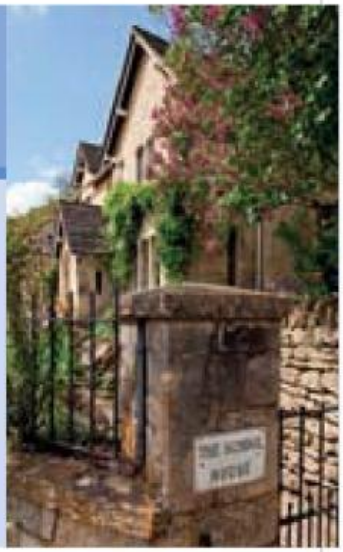
Thanks.

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



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 ...

LIVEWORKSHEETS