

3.7

WRITING

An email of request

1 Complete the email with one word in each gap. The first letters are given.



To: Ben Taylor
 From: Jane Simpson
 Subject: Overtime

Ben,
 We have got a **problem** – a nice problem but we ¹n _____ your help.
 Our new holidays are very popular and we are getting hundreds of phone calls. Lots of people want information and our telephone sales staff can't answer them all. Could you do me a ²f _____? Could you ³p _____ find ten or more people to work an extra four hours every day this week, starting today? We can offer them £20 an hour for this.
 Please ⁴c _____ you let me know how many people want the extra work before 2 p.m. I'm ⁵s _____ not to give you more time ⁶b _____ I need to tell Mr Collins at our meeting.
⁷T _____ very much.
 Jane

- 2 Put the words in the correct order to make polite requests.
- favour? / you / a / Could / me / do
Could you do me a favour?
- you / please? / also / for me, / think / Do / check this email / you could

 - come / early / to work / you could / Do / tomorrow / think / you / please?

 - Could / before 4 p.m.? / comments and suggestions / send it / with your / you please / to me

 - until / you / at work / this evening? / stay / 7 p.m. / Could

3 Complete the email with the requests from Exercise 2.

Hi Sandra,
 I've got a problem. *Could you do me a favour?*
 I need some help with the new computer program. Mr Bryant wants to have it by tomorrow morning.
¹ _____? I think we can finish it before 9 p.m. today. ² _____? I want to send it to Mr Bryant but it has to be perfect.
³ _____? Thanks a lot. I hate writing official letters and it's nice to have your opinion. One last thing. ⁴ _____? Mr Bryant is coming at 9 a.m. and I want to make sure that everything is working OK. Can you be here by 7.30 a.m.? I'll get some breakfast for us.
 Thanks a lot.
 Helen

SHOW WHAT YOU'VE LEARNT

- 4 Imagine that you run a restaurant and one day you cannot come to work. It just happens that on that day health inspectors are to inspect your restaurant. On top of this, two new waiters are going to start work. Write an email to the head waiter/waitress. In your email:
- explain the situation.
 - ask him/her to check that it's clean in the restaurant, to train the new waiters and to buy fresh food products.
 - apologise for asking him/her to do all this work.
 - thank him/her for his/her efforts.

SHOW THAT YOU'VE CHECKED

Finished? Always check your writing. Can you tick ✓ everything on this list?

- In my email:
- I have started the email with an appropriate greeting, e.g. *Greg, Hi Monica, etc.*
 - I have explained the situation.
 - I have listed all my requests in a clear and kind way.
 - I have mentioned my expectations.
 - I have apologised for the whole situation and expressed my thanks for helping me.
 - I have used contractions (e.g. *I'm / aren't / that's*).
 - I have checked my spelling.
 - My text is neat and clear.