

# Term 1: May 2015 - IB1 Class Contents – Week 7

## Agenda

1. REVIEW: Last week's key vocabulary
  2. LEARN: 7 Ending Salutations
  3. LEARN: REQUEST Technique
  4. LEARN: 8 Common Request Questions
  5. Homework Assignment
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## **REVIEW:** Business vs. Standard words and phrases

<b>Business</b>	<b>Standard</b>
1. inform	• 1. say or tell
2. prompt	• 2. quick
3. effective from	• 3. beginning from
4. as of	• 4. beginning from
5. required to	• 5. must
6. We <u>regret</u>	• 6. We are <u>sorry</u>
7. due to	• 7. because
8. discontinue	• 8. stop
9. Pleased	• 9. very happy
10. quick note	• 10. 1-point email

## LEARN: 7 ENDING Salutation phrases

- 1. Sincerely,
- 2. Best regards,
- 3. Many thanks,
- 4. Best wishes,
- 5. All the best,
- 6. Warmest regards,
- 7. Cordially,
- **Note:**
- **All phrases are good for business emails.**

## LEARN: 3-Step Request Technique

- **Step 1:** I have a favor to ask you. / I have a request for you.
  
- **Step 2:**
  - 1. If possible, could you.....?
  - 2. Would it be possible for you to.....?
  - 3. If it's not too much trouble, could you...?
  - 4. I am sorry to trouble you but, could you....?
  - 5. Would you mind .....? (Verb + **ing**)
  
- **Step 3:**
  - I appreciate your help and assistance.
  - Thank you for your help and assistance.

## LEARN: 8 Common Request Questions

- **If possible, could you....?**
- 1. send me....
- 2. give me some information regarding....
- 3. fax me....
- 4. give me an update on....
  
- **If it's not too much trouble, could you....?**
- 5. tell me....(NG: teach me)
- 6. give me your opinion on....
- 7. give me your advice on....
- 8. give me the status of....
- Note: **status** = current situation
- Note: **on** = about or regarding
- **Now, let's look at some examples!**

### **If possible, could you....**

- 1. send me the new specifications?
- 2. give me some information regarding the meeting on July 29<sup>th</sup>?
- 3. fax me the new brochure?
- 4. give me an update on the new project?
- 5. tell me the starting time of the meeting?
- 6. give me your opinion on my idea?
- 7. give me your advice on the new plan?
- 8. give me the status of the project?
- **Special Case:**
- Would you mind sending me the price list?
- Would you mind telling me the details of the new plan?

### Example #1

Dear Mr. Smith,

I hope this letter finds you well.

I have a favor to ask you.

If possible, could you give me some information regarding the status of the project in China by July 29<sup>th</sup>?

I appreciate your help and assistance.

Best regards,

Your name

### Example #2

Dear Mr. Parker,

I have a request for you.

If it's not too much trouble, could you give your advice on **the software bug situation?**

Thank you for your help and assistance.

Best regards,

Your name

## **Homework:**

### ➤ Directions:

- 1. Make 5 original request emails for next class.
- 2. Try to make your requests related to your job.
- 3. Printout your homework and bring it to class next time.
- 4. Try to use different names for each email. (Ex. Mr. Smith, Ms. Chang, etc.)
- 5. Good luck!