

Term 1: May 2015 - IB1 Class Contents – Week 8

Agenda

1. REVIEW: 7 Ending Salutations
 2. REVIEW: 8 Common Request Questions
 3. REVIEW: 3 - Step REQUEST Technique
 4. CHECK: Homework Assignment
 5. LEARN: 5 ATTACHMENT Phrases
 6. LEARN: 5 Apologizing Phrases
 7. LEARN: 8 Email Title Phrases
 8. DISCUSS: FINAL Test Contents
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REVIEW: 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**.

REVIEW: 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.

REVIEW: 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 29th?**
- 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**ing **me the price list?**
- **Would you mind tellinging **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 29th?

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

CHECKED 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!

LEARN: 5 Attachment phrases

- 1. **I am attaching....for your review.**
- Ex. ***I am attaching the new specifications for your review.***
- 2. **Please find attached a copy of**
- Ex. ***Please find attached a copy of our product catalog.***
- 3. **Per your request, I am attaching ...**
- Ex. ***Per your request, I am attaching the details of the China project.***
- **Note: per = about or regarding**

After receiving Attachment phrases

- 4. Thank you for your attachment.
- 5. Unfortunately, I could not open your attachment. Could you resend your attachment again, please? Thank you for your cooperation.

LEARN: 5 Apologizing phrases

- Key words to remember:
- 1. apology
- 2. apologize
- 3. apologies
- Now, take 3 minutes and check the meaning of each word.
- Standard English: "I'm very sorry for..."

5 Business Style Apologizing phrases:

- 1. Please accept my/our sincerest apology for...
- Note: **sincerest** = deepest
- 2. I / We sincerely apologize for....
- Note: **sincerely** = deeply
- 3. I / We would like to apologize for...
- Note: All phrases mean: "I'm very sorry for..."
- 4. I / We truly apologize for any inconvenience this may have caused you.
- Basic meaning: "I am deeply sorry for any trouble to you."
- Note: **truly** = deeply
- Note: **inconvenience** = trouble
- Note: **this may have caused you** = to you
- 5. I / We hope you will accept my/our deepest apologies for....
- KEY POINT: All phrases mean = "I'm very sorry for..."
- **I / my** = apology from you
- **we / our** = apology from company
- Now, let's look at some examples!

Examples

- 1. Please accept my sincerest apology for the defective product.
- Note: defective = broken
- 2. I sincerely apologize for my late reply.
- 3. I would like to apologize for the shipment delay.
- 4. I truly apologize for any inconvenience this may have caused you.
- 5. I hope you will accept my deepest apologies for not attending the meeting last week.

LEARN: 8 SUBJECT Line phrases

COMMON SUBJECT / Title Line Phrases

- 1. Document from ...your FULL Name
- 2. Information regarding ...(topic)
- 3. Question regarding ...(topic)
- 4. Meeting Information from ...your FULL Name
- 5. Update regarding ...(topic)
- 6. Document Request from ...your FULL Name
- 7. Schedule Information from your FULL Name
- 8. Inquiry from ...your FULL Name

Special Announcement

- 1. Next week, you will have your FINAL test.
- 2. All of the contents will be from WEEK 2 to WEEK 8.
- 3. 10 Key Email areas
- 4. Total: 100 points
- 5. Now, let's review the test contents.

FINAL TEST Contents

- 1. **5** STARTING or OPENING phrases
- 2. **5** After Receiving or REPLY email phrases
- 3. **5** Saying your PURPOSE phrases
- 4. **5** REQUEST Question phrases
- 5. **5** Ending Salutation phrases
- 6. **5** ATTACHMENT phrases
- 7. **10** Business vs. Standard Vocabulary words
- 8. **5** INFORMING phrases
- 9. **5** APOLOGIZING phrases
- 10. **5** ENDING phrases

----- End of Lesson -----