Business Writing
Intermediate

Session 3: Asking for Information
In this session, you will:

• Learn common expressions used to ask for / request information.

• Learn to differentiate between formal and informal requests for information.
Dear Mr. Martin,

I am writing regarding Ms. Diana Patrizio. She is a finalist for a position as an office manager with our firm, and she gave us your name as a reference.

I would be grateful if you would reply to this email with a frank appraisal of Ms. Patrizio’s abilities as an office manager. Your reply will be kept strictly confidential.

We would like to fill this position soon. We would really appreciate your reply by the end of week, if that is not too much trouble. If you prefer to speak on the phone, please call me at 212-555-0100 at your earliest convenience.

Thank you for your help in this matter.

Best,

Robert Mistry
Let’s Discuss

Agree or disagree with these statements and explain why.

1. We often request information by email because it’s convenient.

2. You want to make sure (when making a request by email) that the recipient doesn't ignore your request.

3. It doesn’t matter if you don't present your request well.

4. It's all right to not follow email etiquette when requesting something on email.

5. Since requests are brief emails, it's okay to adopt an informal tone.

6. Always end your request with your thanks.
# How to Word Your Request

## Intermediate

<table>
<thead>
<tr>
<th>Formal &amp; Polite</th>
<th>Informal &amp; Direct</th>
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<tbody>
<tr>
<td><em>I would be very grateful if you would send me the details.</em></td>
<td><em>Please let me know the dates.</em></td>
</tr>
<tr>
<td><em>I would appreciate it if you could send me the details.</em></td>
<td><em>Let me know the dates.</em></td>
</tr>
<tr>
<td><em>Could you please give us an estimate?</em></td>
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Let’s Practice

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Decide if the requests are formal or informal.

1. John is emailing the members of his team. He writes, "Hey everybody, please let me know your availability for a quick meeting."

2. Jeremy is emailing a friend at another company. He writes, “Laura, could you please give me the name of a good accountant?”

3. John is emailing a new vendor. He writes, “I have read about the Model 230e on your website. I would appreciate it if you could let me know the price and what discount you would offer us on a purchase of 10.”

4. John is emailing a colleague after a presentation. He writes, “Gary, would you please send me the slides from your presentation?”

5. John is emailing his CEO. He writes, “I would be very grateful if you would send me the title of the book you mentioned in your talk today.”
Let’s Practice
Intermediate

Below are sentences that we often use when making requests. Complete them by filling in the blanks with the correct words.

convenience
appreciate
grateful
assistance
cooperation

1. I would be very _____ if you could send me the information by this Friday.
2. Please reply at your earliest______.
3. Thank you in advance for your __________.
4. I would_______ your prompt attention to this matter.
Team,

[ ] Thanks for your cooperation.

[ ] Please send me the dates you’d like to have off. I’ll do my best to give everyone their first choice of vacation time.

[ ] Let me know if you have any questions.

[ ] I’d like to have all your requests by this Friday. I’ll get back to you early next week if there are any conflicts.

[ ] I want to get everyone’s vacations on the calendar. We need to have enough coverage in customer service at all times.

-- Carla