

Learning objectives in this lesson

Discussing if students write letters / emails asking for information in their job and raising awareness of words and phrases commonly used when asking for information. By the end of the lesson, students will be able to write a letter asking for information using appropriate language.

- 1 Ask students to work in pairs and discuss the questions. They can then share their answers with the rest of the class.
- 2 Ask students to read the letter and answer questions 1–4. They can then discuss their answers in pairs before feeding back to the rest of the class.

Answers

- 1 information on training courses (including dates and prices)
- 2 because she sent three employees last year and the feedback was positive
- 3 training courses in management skills and presentation skills
- 4 The letter is formal and businesslike. She uses a formal letter layout and formal words and expressions.

Extra activity

Write the following questions on the board, then discuss them as a class. The answers are in brackets.

- 1 *If you start a letter with 'Dear Mr Stuart', how should you end the letter? ('Yours sincerely')*
- 2 *If you start a letter with 'Dear Sir / Madam', how should you end the letter? ('Yours faithfully')*
- 3 *What does the abbreviation 'Ref: ...' mean? ('with reference to')*
- 4 *Does the letter to Mr Moncure look the same as formal letters written in your language? If not, what is different?*

- 3 Ask students to match the words to the definitions. Then check their answers as a class.

Answers

- | | | |
|------------|---------------|-----------|
| 1 progress | 3 details | 5 request |
| 2 skills | 4 approximate | |

- 4 Ask students to find the phrases in the letter. Then check their answers as a class.

Answers

- 1 I am writing to ...
- 2 Please send me ...
- 3 We would like to ...
- 4 I would also like ... / Can you also send me ...?
- 5 I look forward to hearing from you.

- 5 Ask students to work in pairs and complete the sentences. Answers will vary amongst the class, so allow some time for discussion and questions during feedback.

Possible answers

- a I am writing to request information about the job advertised in the local newspaper today.
- b I would like to receive your latest company brochure.
- c Please send me the air tickets for tomorrow.
- d Can you email me the sales report?

Extension

Write the following phrases on the board, then use the notes to explain each phrase. Once you have reviewed these language points, students can correct any mistakes they made in 5.

- | | |
|---------------------------|--------------------------|
| 1 <i>I am writing ...</i> | 3 <i>Please send ...</i> |
| 2 <i>I would like ...</i> | 4 <i>Can you ...?</i> |

- 1 *I am writing* is a good way to begin a letter and is followed by a *to* infinitive, e.g. *to request*.
- 2 *I would like* is a formal way to say *want*. *Would* is always followed by the infinitive, e.g. *would like*.
- 3 *Please + imperative*, e.g. *Please send ...*, is quite a direct request so students need to use it with care.
- 4 *Can you ...?* is a question and is followed by the infinitive, e.g. *Can you call ...?*

- 6 Ask students to write the letter. If time is short, they could complete it for homework and bring it to the next lesson.

Sample answer

January 31

Ref: Request for information on your conference centre

Dear Sir / Madam

I am writing to request information about your conference centre. Please send me details of its size, the number of rooms, and technical facilities.

I would also like information on hotel accommodation for everyone at the conference and details of restaurant facilities for meals.

Can you also send me prices and details of any discounts?

I look forward to hearing from you.

Yours faithfully

- 7 Ask students to exchange letters. Make sure you also read all the letters so that you can provide detailed feedback. If you have time, you might like to ask students to reply to each other's letters.