Writing. An e-mail of request.

What does Jeremy want Rose to do? Complete. Audio 2.13

- Phone a restaurant
- Order _____ for _____ people (for the meeting)
- Remember to order something for _____
- Need lunch by _____
- Prepare bags of _____ for customers
- What is Roses problem and how do you think she decides to solve it?

What is wrong with email?

Greg,

Phone a restaurant and order lunch for the people at the meeting. Order something for vegetarians too. Prepare bags of presents for everyone. Use the pens in my desk.

Rose.

There is not enough information, the message is too long, the request is not polite.

Read this email. Why is it better?

Greg,

I've got a problem and I need your help with tomorrow's meeting. I've got an exam in half an hour and I haven't got the time to do this.

Please could you phone a good restaurant and order lunch for twelve people for tomorrow's meeting at 12:30? Could you order some vegetarians dishes, too? Also we need to prepare bags of presents for the customers. There are twenty expensive pens in a box in my desk and you could use those. The receptionist has got company bags to put them in.

Sorry to bother you, but I just don't have the time.

Thanks a lot,

Rose.

Writing an email of request.

- Introduction

I've got a problem/ I need your help/Could you help me?

Could you do me a favour?

- Request

Please could you…? Could you please…? Do you think you could…? Could you also…?

- Conclusion

(So) Sorry to bother you.

Thanks a lot./Thank you very much.

Task

Read the information and write 50 words to a colleague. Ask him/her to do the things that you can not do.

You work in a small music shop. You do not feel well and you are going home.

Things you haven't got time to do:

- Send three CDs to Mr Henderson (the address is on a piece of paper with CDs)
- Email Mrs Young and tell her we have got the old Beatles for her
- Phone the computer man. The system is not working well.