

# Contacting by Email



## I. WARM-UP

### Vocabulary

Match the words with their meanings.

#### A

1. supermarket chain
2. specifications
3. supplier
4. branches
5. purchasing
6. trolleys

#### B

- a. a person or company that sells goods to customers
- b. retail outlet that share a brand and central management
- c. buying
- d. statements of requirements in a business setting
- e. an object with wheels used to transport heavy things
- f. shops that belong to the same company and are located in different places


## II. DIALOGUE BOX

***Here is a sample first contact by email.***

Dear Sir/ Madam:

I represent Intel Supermart, a supermarket chain with 30 branches in the south of Japan. We are looking for a supplier in the South East who could do an initial order of 2000 trolleys to our specifications at an acceptable price. I found your company through the Internet and I understand that you make shopping trolleys. If you are interested in doing business with us, please contact me by email next week to discuss the terms and specifications.

Yours faithfully,

  
Makoto Yamamoto  
Purchasing Manager

### Comprehension Check

1. What kind of company is Supermart?
2. What kind of business is it looking for?
3. What is the work of Mr. Makoto Yamamoto?

# Contacting by Email

## III. LANGUAGE BOX

### Make and Do

The basic meaning of make and do is the same. Make is usually used to talk about producing or constructing something concrete. Make is used in the contexts of activity below.

- a. make clothes (e.g. make a shirt; make a gown)
- b. make furniture (e.g. make a coffee table; make a desk)
- c. make three dimensional art and film (e.g. make a movie; make a sculpture)
- d. make manufactured products (e.g. make toys; make cars)
- e. make food (meals) (e.g. make breakfast; make a salad)

**Do** is used in the following expressions:

- |                     |                  |
|---------------------|------------------|
| a. do the dishes    | f. do work       |
| b. do the shopping  | g. do a good job |
| c. do your homework | h. do your duty  |
| d. do the laundry   | i. do good       |
| e. do the cooking   | j. do exercise   |

**!Look for examples of make and do in the Dialogue Box!**

## IV. SAY IT!

**Your company is looking for a supplier that provides computer hardware.  
Write a first-time email to the supplier suggesting a business deal with your company.**



# Finding Information by Email



## I. WARM-UP

### Vocabulary

Match the words with their meanings.

#### A

1. outsource
2. recognize
3. reliability
4. brochures
5. proposed
6. quotation
7. deal

#### B

- a. the statement of the price for a work
- b. a business transaction
- c. ability of people or things that can be trusted to work well
- d. to obtain services from an outside supplier
- e. to know
- f. suggested
- g. booklets that give information about a product or service

## II. DIALOGUE BOX

**Mr. David Owens sent an email to Global Solutions to inquire about outsourcing services.**

Dear Sir/Madam:

I am David Owens of LG Training Center. Our company is currently looking for a business partner to outsource our CD-ROM in China. We recognize the reliability of your firm. Thus, we would like to know the details of the services you are giving in connection to our needs. Also, we would like to ask brochures of your product descriptions. Finally, could you please send us a copy of your proposed contract including price quotation if you find this deal acceptable?

We would be very happy to hear from you soon.

Sincerely yours,

  
David Owens  
Marketing Manager

# Finding Information by Email

## Comprehension Check

1. What kind of service is the company looking for?
2. What is the first request being asked? The last request?
3. Do you find the proposed deal acceptable? Why or why not?

## III. LANGUAGE BOX

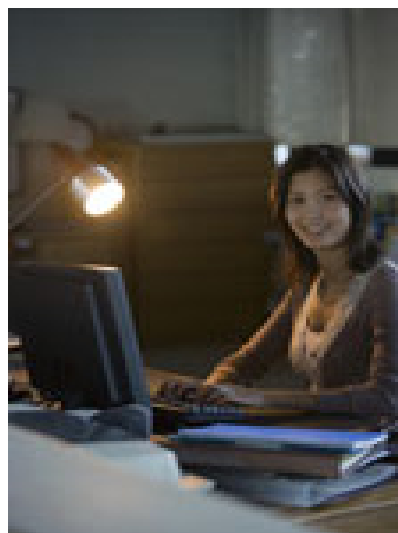
### Modals of Polite Requests: Could and Would

- A. To state a polite request, use:  
**subject + would + like to + simple verb +....**
  - I would like to know the date and time of the board's meeting.
- B. To ask questions in a very polite way, use:  
**Could/Would you (please) + simple verbs + ...?**
  - Could you explain that again, please?
  - Would you please email that document to me?

## IV. SAY IT!

**You will be attending a lecture-forum in Luxemburg. You want to know the details of the activity. Send an email to the reservations office and ask for the following information.**

- a. How much will you pay?
- b. What are the inclusions of the payment?
- c. What are the topics?
- D. Who are the speakers?



# Giving Updates by Email



## I. WARM-UP

### Vocabulary

Match the words and phrases with their meanings.

#### A

1. reliable
2. back-up
3. installation
4. equipment
5. scripts

#### B

- a. tools
- b. the act of putting up something for a purpose
- c. can be trusted
- d. support
- e. copies of a written text of a play or radio broadcast

## II. DIALOGUE BOX

To:				Show BCC
Cc:				
Subject:				Plain Text
Arial	v	12	v	

Hi Samantha

This is just a quick email to let you know that we have found reliable voice actors for recording radio advertisement. The Heartful Acting agency will provide a back up in case problems may occur in the installation of the equipment to be used. They will charge us \$30 per hour which I think is fair looking at the specification that they gave for the recording. I'll send you the brochure tomorrow. So, let's try to get it done as quickly as we can.

Would you mind sending the agency the scripts? Having the scripts earlier would be very helpful. Hope to get your reply soon.

Brian

# Giving Updates by Email

## Comprehension Check

1. What update does Brian give Samantha?
2. What service will the Heartful Acting give in case of problems?
3. How much does the agency charge for the recording?
4. What does Brian want Samantha to do?

## III. LANGUAGE BOX

**A gerund is a verbal that ends in -ing and functions as a noun. It can function as:**

### A. subjects

**Traveling** could be a very nice job.

**Sending emails** to friends is exciting.

### B. objects of prepositions

I will call you **after** arriving at the office.

Do you object **to** working late?

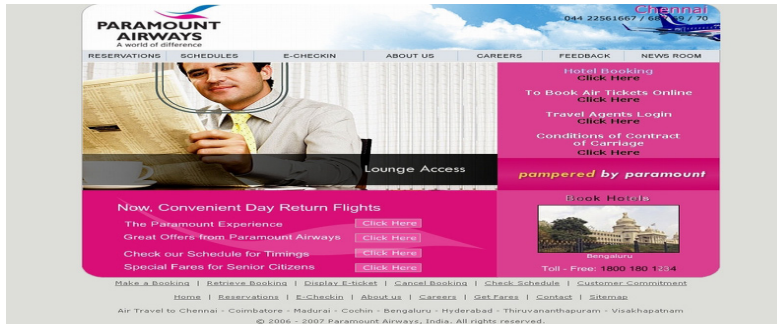
**!Look for gerunds in the Dialogue Box. Identify their functions.**

## IV. SAY IT!

**You requested for supplies from another company. But your orders haven't been sent yet. Email that company to update them on the problem.**



# Reserving and Buying by Email



## I. WARM-UP

### Vocabulary

Guess the meanings of the underlined words.

- money paid for sending letters or parcels by post
  - a connected group of pages on the World Wide Web
  - the condition of something that is ready for use
  - things
  - acceptance
1. The company decided to update their site to attract more buyers.
  2. She has been waiting for a confirmation of her flight from the travel agent.
  3. The suppliers mistakenly delivered the wrong items. As a result, the client got angry.
  4. The post office has increased the postage to .10 cents for letters sent outside the country.
  5. I would like to know the availability of the products so I can prepare the payment.

## II. DIALOGUE BOX    Subject: Order

Dear Lorraine,

Good day!

I have seen your site and am interested to buy some of your products. I would like to place an order for the following items:

- 3 pieces of the green dress in small, medium, large sizes
- 7 skirts from sizes 6 to 12

Please let us know your confirmation for these orders and how much I'll be paying for the postage as soon as possible. We'll pay cash when the items are delivered. Also, could you send some information on the availability of these products next month? Hoping to hear from you soon.

Samantha  
Manager

### Comprehension Check

1. What items does Samantha want to buy?
2. What sizes of the skirt does she need?
3. What requests does Samantha ask from Lorraine?
4. What information does she want to know the following month?

# Reserving and Buying by Email

## III. LANGUAGE BOX

### Collocations

A collocation is two or more words that often go together. For example, do business, make a profit, have lunch, keep an appointment.

**!Look for examples of collocations in the Dialogue Box!**

### Exercise

**Group the given phrases with the correct verbs to form collocations.**

a copy  
an order  
the bill

an advertisement  
a signal  
a telephone call

a fine  
the price  
an email

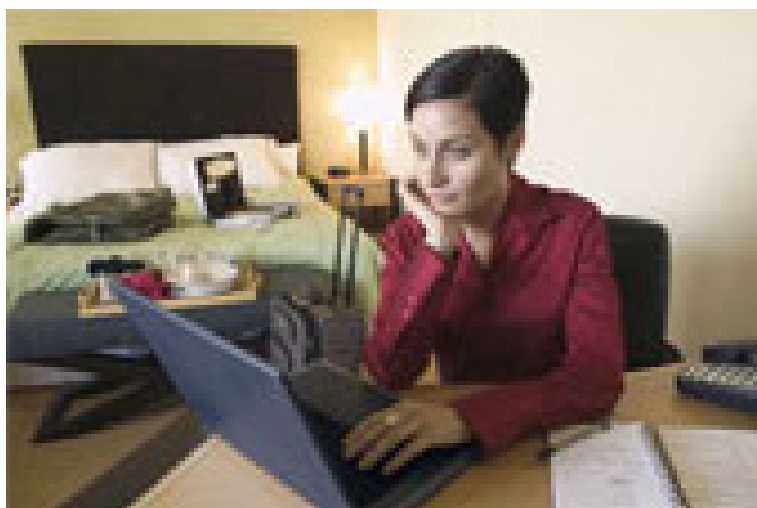
PAY	SEND	PLACE

## IV. SAY IT!

You are going to have a vacation in Hawaii and would like to stay in Waikiki Hotel & Resort. Make an email reservation.

### Guide questions:

1. What kind of room do you want?
2. How much does the room cost?
3. What accommodations does the hotel offer? Is breakfast included?





# Making Complaints by Email



## I. WARM-UP

### Vocabulary

Match the words with their meanings.

#### A

1. reference
2. cartridges
3. assured
4. dispatched
5. overlooked
6. negligence

#### B

- a. small containers for powder, liquid inserted into a device
- b. failed to notice
- c. something that gives information
- d. failure to do something
- e. sent
- f. something that is certain to happen

## II. DIALOGUE BOX

**Subject: Order Reference # 002993**

Dear Sir,

I placed the above order, reference number 002993, on January 15th, but there seems to be some problems with this order. The printers are not the ones we wanted. I was told you had enough stock of that brand that's why I took it. Also, I was assured that all items would be dispatched by January 18th but we didn't receive the cartridges yet. It seems that you have overlooked on this or it appears that you are not serious with your business. If this negligence is still not fixed until next week I have to cancel my order.

Sincerely,

Brenda Whiteman

### Comprehension Check

1. What items did the customer order?
2. Which item was not received?
3. What will the client do if the problem is not fixed?
4. What will you do if you were the client?

# Making Complaints by Email

## III. LANGUAGE BOX

Verbs **seem** and **appear** are often used when someone makes a complaint. **Seem**—something gives the impression of happening in the way you describe it. **Appear**—telling something you believe though you cannot be sure it is true.

- There **seems** lacking in the items we ordered.
- It **appears** that the sizes of the shoes are not the same.

Nouns **mistake** and **error** are used to talk about confusion.

- The cashier made a **mistake** in counting the money.
- There was an **error** in the information sheet.

**!Look for these expressions in the Dialogue Box!**

## IV. SAY IT!

**You ordered several office tables with a furniture shop. The shop clerk promised to deliver the items on Monday, the week after. But it's already two weeks and no delivery has been made. Email the shop and express your disappointment.**

