

A background image showing a group of people's hands stacked on top of each other on a wooden table, symbolizing teamwork. The image is partially covered by a yellow and blue geometric overlay.

# **NEW BUSINESS ENGLISH 5**

## **Lesson 26**

### **Raising a Concern**



# LEARNING GOALS

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- ◆ Raising a Concern
- ◆ Asking for a Solution





# What would you say?

**Scenario:** Your computer is faulty and this is affecting your work performance negatively. How would you raise the concern to your supervisor via email?



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To: manager@abc.com

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Subject: Faulty computer causing project delays

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Dear Mr. Hines:

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Most sincerely,

 Send

## Business Email



Ashley writes an email to their printer supplier to raise a problem.



To: printbuddies@cmail.com

Subject: Printer Issues Causing Project Delays

Dear Sir or Madam:

There seems to be a problem with the signage printer. While printing, we've discovered that the images had white vertical lines, and the colors were faded. We already asked the repair technician to fix it but still the same issues have occurred. Due to this, there are a lot of pending projects.

We need to find solutions as soon as possible. Do you have any suggestions? I would appreciate it if you could give me the best advice or solution. Hope to receive your reply soon.

Sincerely,

Ashley Robins  
Milestone Copywriter



Send

# Key Vocabulary

Learn the new words and answer the questions.



## signage printer

*(n.) a kind of printer used to print signages, posters, etc.*

e.g. The new **signage printer** can print at high speed.



## technician

*(n.) someone whose job involves checking if the equipment or machines work properly*

e.g. The **technicians** are busy repairing the machine.



## pending

*(adj.) about to happen or waiting to happen*

e.g. She has lots of **pending** tasks to be done.

## Learning Goals

Have a role play and answer the questions.



*Ashley writes an email to their printer supplier to raise a problem.*

Dear Sir or Madam:

There seems to be a problem with the **signage printer**. While printing, we've discovered that the images had white vertical lines, and the colors were faded. We already asked the repair **technician** to fix it but still the same issues have occurred. Due to this, there are a lot of **pending** projects.

We need to find solutions as soon as possible. Do you have any suggestions? I would appreciate it if you could give me the best advice or solution. Hope to receive your reply soon.

Sincerely,  
Ashley Robins  
Milestone Copywriter

Let's check the learning goal!



*Ashley writes an email to their printer supplier raise a problem.*

Dear Sir or Madam:



### **1. Raising a Concern**

**There seems to be a problem with the signage printer.**

While printing, we've discovered that the images had white vertical lines, and the colors were faded. We already asked the repair **technician** to fix it but still the same issues have occurred. Due to this, there are a lot of **pending** projects.

We need to find solutions as soon as possible. **Do you have any suggestions?**

**I would appreciate it if you could give me the best advice or solution.** Hope to receive your reply soon.



### **2. Asking for a Solution**

Sincerely,

Ashley Robins

Milestone Copywriter



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Raising a Concern

- There seems to be a problem/ issue with...
- The ... is not working the way it should.
- We have some problems/ issues/ difficulties with...

### When Raising Concerns Make Sure To:

1. State the problem
2. Give details

Example:

- We have a problem with the chosen location for the event. (problem)

The number of attendees has greatly increased. So the space is no longer sufficient. (details)



*Imagine your office printer was broken, how would you raise that concern to your boss via email?*



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Asking for a Solution

- Do you have any solutions/ suggestions/ advice?
- I would appreciate it if you could give me the best advice or solution.
- Your advice/ solution will be of great help to us.

Example:

- Your advice will be of great help to us. (asking for a solution)  
Since this issue is quite urgent, we kindly request a response by July 20<sup>th</sup>. (request an immediate response)

### How to Request an Immediate Reply:

- “Hope to get your reply soon.”
- “Your prompt response is greatly appreciated.”
- “We kindly request a response by **(date)**.”



*How would you ask for an immediate response to a problem?*

# Writing Practice

Write a draft email.

**Scenario:** There was a recent typhoon in your area that caused issues with the internet connection in your office for a few days now. Raise the concern and ask for a solution.

**Raising a Concern**

①

**Ask for a Solution**

②

To: maintenanceteam@email.com

Subject: Unstable Internet Connection on 5<sup>th</sup> Floor

To whom it may concern,



# Coffee Break

Learn some common abbreviations used in emails.

## ∴ Abbreviations in Email

Abbreviations are shortened form of words to represent the full word.

<b>A.S.A.P.</b> (as soon as possible)	<b>acct.</b> (accountant or accounting)	<b>et al.</b> (et alia (and others))	<b>etc.</b> (etcetera (and other things))		
<b>memo</b> (memorandum)	<b>Cc</b> (carbon copy)	<b>Bcc</b> (blind carbon copy)	<b>est.</b> (established)	<b>approx.</b> (approximately)	<b>Inc.</b> (incorporated)
<b>Re:</b> (regarding/ reply)	<b>pls.</b> (please)	<b>pub.</b> (published)	<b>appt.</b> (appointment)	<b>c/o</b> (care of)	<b>dept.</b> (department)
<b>Mr.</b> (Mister)	<b>Ms.</b> (Miss)	<b>misc.</b> (miscellaneous)	<b>e.g.</b> (example given)	<b>app</b> (application)	<b>asst.</b> (assistant)



*What other abbreviations do you know that are useful in writing emails?*

# Overview

## Keywords and expressions:

signage printer/ technician/ pending

There seems to be a problem with + (name of tools/ machines).  
The + (name of tools/ machines) is not working the way it should.  
We have some problems/ issues/ difficulties with...

Do you have any solutions/ suggestions/ advice?  
I would appreciate it if you could give me the best advice or solution.  
Your advice/ solution will be of great help for us.

