

The background of the slide is a photograph of a business meeting. Several people are seated around a wooden table, looking at documents and a laptop. A coffee cup is on the table. A large teal semi-transparent shape is overlaid on the left side of the image, containing the main title text. In the bottom right corner, there is a dark blue semi-transparent shape containing the lesson title and topic.

# NEW BUSINESS ENGLISH 6

## Lesson 23

### Requesting for Information



# LEARNING **GOAL**

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- ◆ Requesting for Information




# Warm-up

- ◆ What kind of information do you usually request from a seller?





A man with short dreadlocks, wearing a dark suit jacket over a light blue button-down shirt, is sitting at a table outdoors. He is holding a black smartphone to his ear with his right hand and gesturing with his left hand. In the background, there are trees and a blurred building. A laptop is open on the table in front of him.

**3 days later, Abby receives some inquiries from Tracer. Tracer would like to know more information about the products.**

# Business Email

Listen to the audio.



To: Abby Lee

Subject: Inquiries on Purchase Order

Dear Abby,

Thank you for sending me the information. We are interested in your products. However, there are several things I need to inquire before going ahead.

Regarding the product categories you sent me, I would be grateful to receive more information about these products and the purchase order process.

In particular, I'd like to know the full details of your prices, discounts, **terms of payment**, and **delivery time**. Could you also include details on your **replacement** policies?

An early reply would be greatly appreciated. Thank you in advance.

Tracer Brown



Send

## Email Review

Read the email and answer the questions.

Dear Abby,

Thank you for sending me the information. We are interested in your products. However, there are several things I need to inquire before going ahead.

Regarding the product categories you sent me, I would be grateful to receive more information about these products and the purchase order process.

In particular, I'd like to know the full details of your prices, discounts, terms of payment, and delivery time. Could you also include details on your replacement policies?

An early reply would be greatly appreciated. Thank you in advance.

Tracer Brown

# Learning Goal

## ∴ Requesting for Information

- Greeting** ➡ Dear Mr/ Ms + surname; Dear Sir/ Madam
- Reasons** ➡ We are a manufacturer/ supplier/ provider for... We are interested in...  
I am writing to inquire about... (the advertisement/ the job offer/ etc.)  
I am writing in reference to...  
I am writing in connection with...
- General Requests** ➡ I would be grateful for some information about... Please send us information about...  
I would be grateful to receive more information/ further details about...
- Specific Requests** ➡ In particular, we would like to know...  
Please send us full details of (your prices/ discount/ terms of payment/ delivery time)  
Could you also say whether there is any minimum order?
- Close** ➡ An early reply would be greatly appreciated.  
I look forward to an early reply and am sure that there is a market for ...

# Learning Goal

## ∴ Requesting for Information

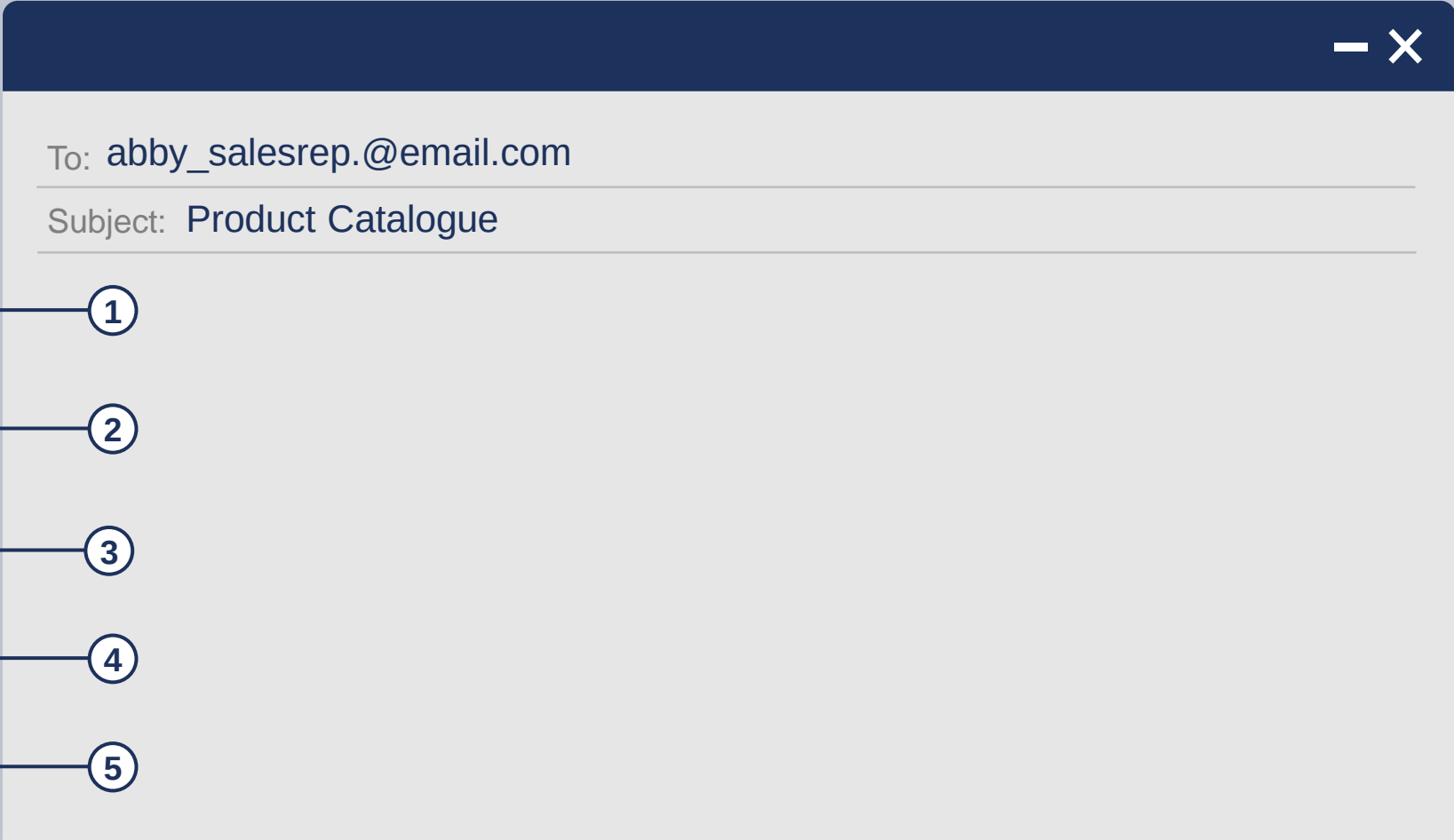
- Greeting** ➡ Dear Abby,
- Reasons** ➡ Thank you for sending me the information. We are interested in your products. However, there are several things I need to inquire before going ahead.
- General Requests** ➡ Regarding the product categories you sent me, I would be grateful to receive more information about these products and the purchase order process.
- Specific Requests** ➡ In particular, I'd like to know the full details of your prices, discounts, terms of payment, and delivery time. Could you also include details on your replacement policies?
- Close** ➡ An early reply would be greatly appreciated. Thank you in advance.



# Oral Practice

**Scenario:** You are writing an email requesting information about the product catalog.

- Greeting** — ①
- Reason for writing** — ②
- General Requests** — ③
- Specific Requests** — ④
- Close** — ⑤

A screenshot of an email composition window. The window has a dark blue header bar with a minus sign and a close 'X' button on the right. Below the header, the 'To:' field is filled with 'abby\_salesrep.@email.com' and the 'Subject:' field is filled with 'Product Catalogue'. The main body of the email is empty and light gray.

To: abby\_salesrep.@email.com

Subject: Product Catalogue

## What is the goal of your request? What are you planning to do?

### RFI

#### Request for information

- Doing Research
- Looking for an overview
- Exploring market

### RFQ

#### Request for quotation

- Buying specific item
- Looking for lowest price
- Sourcing particular service

### RFP

#### Request for proposal

- Shopping around
- Looking for strategic supplier
- Evaluating big picture



*1. Have you tried any of these requests?*

*2. As a client, why is it important to understand the processes of these requests?*

# Overview

## Keywords and expressions:

*terms of payment/ delivery time/ replacement*

### ***Requesting for Information:***

*Greeting – Dear Mr/ Ms + surname*

*Reason for writing – We are a manufacturer/ supplier/ provider for...*

*General Requests – I would be grateful for some information about...*

*Specific Requests – In particular, we would like to know...*

*Close – An early reply would be greatly appreciated.*

