

A Focus: Requesting goods, services, and information

Test tip

See Writing Claims
page 137

The directions for Questions 6–7 ask you to respond to an e-mail. For example, you may be asked to explain a problem, give information, or make a request on the basis of the information you read in an e-mail.

Test tip

Use common
request phrases

Making requests is a common task in Questions 6–7. Become familiar with the common words and phrases for making polite requests.

In the test

← Sample test pp146–151
Writing Test Questions 6–7

- In this part of the test, you will be given an e-mail to read and respond to.
- You must make sure that you have completed the THREE tasks specified in the directions at the end of the e-mail.
- You must use suitable language depending on who you are writing to.
- Your reply should be about 4–5 sentences long.
- Sometimes you will be playing the role of a different person.
- This unit will focus on making polite requests.
- In Unit 19, we will focus on giving explanations, descriptions, instructions, and opinions.

1 Language building: Making polite requests

A The sentence beginnings (in **bold**) in 1–6 show common phrases for making polite requests. Match the beginnings to the endings a–f. The first one is done for you.

- | | |
|--|----------------------|
| 1. Please send us ... | <u> </u> c |
| 2. Could you tell me where ... | <u> </u> |
| 3. Would it be possible to have a ... | <u> </u> |
| 4. I was wondering if it would be possible to ... | <u> </u> |
| 5. I would appreciate it if you could have ... | <u> </u> |
| 6. Would you mind ... | <u> </u> |
- a. repair person come to fix the air conditioner?
b. get some samples of your product.
c. three boxes of white letterhead paper.
d. your delivery staff use the back entrance.
e. postponing our meeting until the end of May?
f. I could have my car repainted?

B Write the number of each completed sentence (1–6) from A next to the matching description and recipient (a–f) below.

- a. A request for a recommendation of an automobile service (to the representative of an auto association).
 b. A request to change a scheduled appointment (to a coworker from another department).
 c. An order for office supplies (to a stationery store).
 d. A request for repairs (to the superintendent of your apartment building).
 e. A request for examples of a company's products (to a manufacturing company).
 f. A request about how a delivery should be made (to a supplier's shipping department).

Test tip

Identify the tasks

There will always be **three** things you are asked to include in your response. Write these in three separate sentences.

- C** Use phrases 1–6 in A to complete requests 1–3. Change the period to a question mark if appropriate.
1. Make ONE request for information about a course you are interested in taking (to a community college).
_____ information on schedules and costs for your certificate course on network management.
 2. Order ONE product from a catalog (to a garden supply company).
_____ one 25 kg bag of garden fertilizer.
 3. Make ONE request for details on the advertised job (to a company hiring new employees).
_____ the training opportunities offered by your company?

Test tip

Understand the role you are playing

In the e-mail task, who you are and the person to whom you are writing have an impact on what you write. Before you start writing a response, be sure to understand these roles.

2 Test tactic: Identify what you have to write

- A** Read the directions and e-mail. In the test you will have to write a reply. In this task, be sure to follow the directions. Say who you are writing to and reply as you are instructed to do: either as yourself or as another person.

Directions: Read the e-mail.

FROM: H. Thomson, Manager, Teflo Wire Company
TO: All sales reps
SUBJECT: New computers
SENT: March 26, 9:31 A.M.

We will soon be replacing computers for all sales staff. As we would like you to be available when we replace your computer, could you tell us a time convenient for you? Also please let us know if you need any other equipment.

Respond to the e-mail as if you are a sales representative for Teflo Wire Company. In your e-mail, give ONE time you are free and make TWO requests for new equipment.

Test tip

Use salutations

In the test, you may not know if the e-mail was sent by a man or a woman. In this case, you may open your response with either, e.g. *Dear Ms. or Dear Mr. Thompson*. Your score will not be affected by your choice.

I am: _____

I am writing to: _____