

## Worksheet 11: Emails to a client

**1 Discuss the questions.**

- 1 How often do you write emails to clients or suppliers? What is the usual subject matter of your emails?
- 2 What is the tone of the emails you send? (Formal and businesslike? Personal?)

**2 Read the emails between Graham Lewis of Saxon Precision Tools (the supplier) and Dan Harris of Everyman Workshops (the client). Answer the questions.**

- 1 What does Dan order? And what does Graham send him?
- 2 How does the relationship between Dan and Graham change?

**3 Read the emails again. Complete the emails with these phrases.**

- a As I'm sure you will understand, this is now costing me time and money.
- b Could you also confirm that you will be able to supply drill bits in a range of sizes?
- c We will cover all costs involved in returning the unwanted tools.
- d They have assured me that the tools will be with you first thing tomorrow morning.
- e Please find attached an invoice for these presses.

**4 Find these nouns or verbs in the emails. Match them to their definitions (a–f).**

- |               |  |
|---------------|--|
| 1 charged at  | a investigate thoroughly                                 |
| 2 breakdown   | b appear   |
| 3 look into   | c this refers to the payment requested                   |
| 4 deadline    | d contact someone again                                  |
| 5 get back to | e a detailed analysis or list of information             |
| 6 show up     | f the time when something must be completed or delivered |

**5 Explain the meaning and use of the modal verbs in bold in the emails. Why do the correspondents choose to use words like *could*, *would* and *should* so often?****6 Read the two situations and write the emails required.**

**Situation 1:** you are the client

- a You run a small shoe shop. Write to Darks' Boots and order 20 pairs of their all-weather hiking boots for your shop.
- b The shoes haven't arrived yet. Write and ask why.
- c They finally arrive but they have only sent the right foot of each pair.

**Situation 2:** you are the supplier

- a You make many different flavours of ice cream in bulk. A small ice cream shop has written asking for you to supply them and if you offer a discount. Write back.
- b The shop is upset with you because you have sent far too much ice cream and it's melting. Write back.
- c The shop wants to cancel the contract and wants you to foot the bill for the mess in the shop's warehouse from all the melted ice cream. Write back.

Graham Lewis wrote on 8 May

Dear Mr Harris

Thank you for your email. As requested, I am attaching details of our range of Saxon precision tools along with a breakdown of our prices. I can confirm that we offer a discount of 5% on orders of ten or more large items. Please feel free to contact me on my office telephone number **should** you require any further information.

Yours sincerely,

Graham Lewis

Dan Harris wrote on 10 May

Dear Mr Lewis

Thank you for sending your brochure and price list. **Would** it be possible for us to place an order for ten Saxon XR300 Magnetic Drill Presses? It is imperative that we have the tools in place by Monday 15th so please let us know whether you can meet this short deadline. <sup>1</sup> \_\_\_\_\_.

Thanks in advance

Dan Harris

Graham Lewis wrote on 10 May

Dear Dan

Further to our telephone conversation earlier this morning, I have made arrangements to deliver ten Saxon XR300 Magnetic Drill Presses to your workshop. They **should** be with you by noon on Monday 15th. <sup>2</sup> \_\_\_\_\_. As discussed, the full brochure price has been charged. However, if you were to order any further drill presses these **would** be charged at the reduced price.

All the best

Graham

Dan Harris wrote on 15 May

Hi Graham

So far today, the drill presses we ordered from you have not arrived. <sup>3</sup> \_\_\_\_\_. **Could** you look into this and get back to us as soon as possible?

Yours

Dan

Graham Lewis wrote on 15 May

Dear Dan

Please accept our apologies for the late arrival of the tools you ordered. I have contacted the delivery company. <sup>4</sup> \_\_\_\_\_. Please let me know immediately if the tools fail to show up tomorrow.

Best wishes

Graham

Graham Lewis wrote on 16 May

Dear Mr Harris

Further to your telephone calls, I **can** only apologise for the error in sending you Saxon XR200 Magnetic Drill Presses. As agreed, I have now arranged to have ten XR300 drill presses delivered to you as soon as possible at the reduced price. <sup>5</sup> \_\_\_\_\_. Thank you for your patience and understanding in this matter.

We look forward to doing business with you again soon.

Yours sincerely

Graham Lewis

I CAN

write business emails

request, negotiate, demand and complain

use modal verbs to be tentative