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## 29 Being indirect and polite

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Write a polite/indirect email.

Some ideas are given below, but adapt and change them as you wish.

- a) An email to an important customer. Tell them that their latest order is going to be shipped later than usual, and that they made a mistake in their last invoice to you.
- b) An email to a colleague asking for a favour. You are abroad and need some information from your office. You want them to find it and send it to you.
- c) An email to a conference centre that you used last year for your annual sales conference (and might use again this year). Tell them that their quotation for this year is too high, and that last year you had complaints about the quality of their catering.
- d) An email to a colleague who is a member of your team. Tell them that the market report they wrote arrived late, is difficult to understand, and does not contain the information you need.
- e) An email to your product manager. Tell them that you don't like the design of the product they are developing and you don't think it will sell.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?