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## 6 Information, action, help

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You are going to write two emails: the first asking for information; the second asking for action.

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### EMAIL 1

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Write an email to a business contact or colleague asking for information.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your company's business? What products/services do you offer?
- What is your position in the company?
- What information do you want right now?  
*Ideas:* the status of an order that you are waiting for; product information to give to a customer; market information about a new country where you are going to do business; financial data to write a report; hotel information for a business trip you are going to make.
- Who are you going to write to, to get this information?  
*Ideas:* a colleague in another department/from another country; a customer; a supplier; your line manager.
- Can you make your request for information more specific?
- Do you want to give any information to them? / promise action? / offer help?

Now write the email.

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?

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### EMAIL 2

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Write an email to a business contact or colleague asking for action.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your company's business? What products/services do you offer?
- What is your position in the company?
- What action do you need right now?  
*Ideas:* you need a customer to sign and return a contract you sent them by post; you need colleagues to comment on a report you sent them some time ago; you need someone from IT to check a problem on your computer; planning for a trade fair is running late and you need someone to book a stand and order brochures.
- Who are you going to write to?  
*Ideas:* a colleague in another department/from another country, your line manager.
- Can you make your request for action more specific?
- Apart from asking for action, do you want to give them any information? / offer help?

Now write the email in an informal style.

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?

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### FOLLOW-UP

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Exchange emails with a different partner.

Reply to the emails you receive, inventing any information necessary.

This material has been written to accompany *email English*, by Paul Emmerson. ISBN 1405012943

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