

**A Match the email beginnings (1-8) with the endings (a-h).**

Beginnings ...	... Endings
1 I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require. ...C.	a) Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
2 Thanks so much for the wonderful present. It's exactly the book that I wanted - how did you know? I'm really looking forward to reading it. ....	b) You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
3 Patricia, I've just read your email. I'm so sorry to hear about what happened. ....	c) Should you need any further information about room availability, we will be happy to assist you.
4 Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day.	d) I look forward to receiving this information as soon as possible.
5 I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site. ....	e) It really is great news, and I'm sure that it's only the beginning of our work in the French market.
6 I am writing with reference to our order number GH67. The goods arrived this morning, but you only sent 200 pieces instead of the 300 that we ordered. ....	f) Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
7 Yes! Great! I'd love to come to the party. ....	g) Thanks again for the gift, and give my regards to your family.
8 I've just heard from Antonio about the Paris contract. It's fantastic news - you worked really hard on this and you deserve the success. ....	h) Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon. What about going to see that new Spielberg film?

**B Put the phrases (a-j) with their correct headings below.**

a) Let's talk next week and see how things are going,	f) Would you be able to ...?
b) I can see what you're saying, but ...	g) I am willing to ... (if ...)
c) Can you give me some more information about ...?	h) What about if we ...?
d) What do you think is the best way forward?	i) The main thing for me is ...
e) I'm sorry that we couldn't use your services this time, but I hope there will be another opportunity.	j) That's fine.

1 Asking for information	What are your usual charges (fees/rates) for ...? ...C.
2 Requests	Do you think you could ...? .....
3 Emphasising a main point	My main concern at this stage is ... ..
4 Asking for a suggestion	How do you think we should deal with this? .....
5 Making a suggestion	Why don't you ...? .....
6 Negotiating: being firm	I understand what you're saying about ..., but ... ..
7 Negotiating: being flexible	We would be prepared to ... (if ...) .....
8 Negotiating: agreeing	Okay, I'm happy with that for now. ....
9 Next steps	I'll be in touch again soon with more details. ....
10 Closing	I look forward to working with you. ....

**C Complete the sequence of emails by using the phrases (1-10) in section B.**

**NB: Not the phrases in the box.**

Dear Ms Dupuis  
 Your name was given to me by Dominique Clement at Toulouse Business Services. I understand that you recently did some IT training for them on a freelance basis. We need some training along similar lines for our staff, and I am in the process of looking at different options. I would be grateful if you could give me the following information:  
 (1) ..... this kind of work?  
 Are you available in early September?  
 Also, some of our older software needs upgrading or replacing before we have the training, and the original supplier has gone out of business. (2) ..... ?  
 I would appreciate your advice.  
 I look forward to hearing from you soon.  
 Regards, Karl Finlay

Dear Karl, thank you for your email. I attach a pdf file with our current rates and a list of recent clients. Early September looks fine at the moment - can you let me know the dates, times, number of participants etc?  
 In relation to your final point, (3) ..... send someone to the Software and Services Exhibition in Lyon next month? A lot of suppliers have stands there.  
 Best wishes, Cristine

Cristine, Thanks for the quick reply.  
 (4) ..... the cost, and we need to discuss this before we go any further. I need to know that we will get good value for money.  
 (5) ..... send me more details of your course programme and your training methods?  
 You wanted some more information from us. I'm afraid I don't have the exact dates etc. at the moment, but (6) .....

Karl, I attach a typical course programme for you to have a look at, although at this stage it's difficult to be too specific about your particular course.  
 (7) ..... give you a discount of 10% on the prices I quoted earlier, if you paid half the total amount in advance.  
 (8) ..... value for money, but our training programmes are competitively priced and I can assure you that we have always had very good feedback.

Cristine, (9) ..... I think we need to have a meeting to discuss the training course in more detail. I'm free most mornings - let me know when would suit you best. In the meantime, I'm attaching a document that lists all the hardware we currently have in the office, and the new software we are going to install. Let me know if you need any more information before the meeting.  
 (10) ..... Karl