

## Lesson outcome

Learners can organise information in a work-related email and write an email to ask for information.

## Lead-in

- ★ 1 Read the email asking for information from a hotel. Complete it with the words and phrases in the box. Then compare in pairs.

book city centre conference facilities desk  
five nights lunch price two large rooms  
walk 50 people

**To:** Hotel Manager  
**From:** Anariya Chadha  
**Subject:** Conference facilities

Dear Sir/Madam,

I am writing to ask for information about the <sup>1</sup> \_\_\_\_\_ at your hotel.

We are looking for a venue which has at least <sup>2</sup> \_\_\_\_\_ and which can each accommodate <sup>3</sup> \_\_\_\_\_. We need to have a hotel near the <sup>4</sup> \_\_\_\_\_ so please can you confirm how long it takes to <sup>5</sup> \_\_\_\_\_ to the centre from your hotel? We would like to <sup>6</sup> \_\_\_\_\_ 100 rooms for all the delegates for <sup>7</sup> \_\_\_\_\_ and we would also like each room to have a <sup>8</sup> \_\_\_\_\_ and wi-fi. We are planning to have breakfast and <sup>9</sup> \_\_\_\_\_ at the hotel each day. The conference lasts for five days so could you tell me what your best <sup>10</sup> \_\_\_\_\_ for this is?

I look forward to hearing from you.

Kind regards,  
Ananya Chadha, Conference Manager

## Functional language

- ★ 2 Complete the table using words and phrases from the email.

Greeting/Opening	
1	_____
Dear Mr Zhao,	
Reason for writing	
2	_____ information about ...
I am writing to enquire about ...	
Giving information	
3	_____ for a venue ...
4	_____ to have a hotel near the city centre.
5	_____ book 100 rooms.
We <sup>6</sup> _____ each room to have a desk and wi-fi.	
Asking for information	
7	_____ how long it takes ... ?
8	_____ me what your best price is?
Please can/could you let me know what/if ... ?	
Can/Could you confirm that you have my booking, please?	
I would like to know how far it is to the city centre.	
We would also like more information about ...	
Concluding email	
9	_____ hearing from you.
I hope to hear from you soon.	
Closing	
10	_____
All the best,	

**T** Teacher's resources: extra activities

**L** The email contains examples of *can* and *could* to ask for information. Go to MyEnglishLab for optional grammar work.

→ **page 119** See Grammar reference: *can* and *could* to ask for information



**3A** Work in pairs. Look at the questions on page 127. Write questions asking for this information using the structures in the table in Exercise 2.

**B** Look at the notes about a hotel booking on page 130. Write an email of about 120 words asking for information about the hotel.

**C** Exchange emails with your partner. Which functional language phrases did your partner use? How many were different from the ones you used?

## Self-assessment

- How successfully have you achieved the lesson outcome? Give yourself a score from 0 (I need more practice) to 5 (I know this well).
- Go to My Self-assessment in MyEnglishLab to reflect on what you have learnt.