

*Label these emails with different functions/ purposes/ reasons for writing/ actions needed. (You can leave the subject line blank for now).*

**Email A**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Ms Gupta

Thank you for the presentation on IT support services that you gave on Tuesday. The information that you gave us will be very useful for our meeting on the topic on Monday.

I'm writing to ask for a little favour. Could you possibly send me a copy of your PowerPoint from the presentation? This is because several of my colleagues who could not attend would like to know more about your ideas before we discuss them next week.

I look forward to hearing from you.

Yours sincerely  
Alex Case

**Email B**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Mr. Jones

Thank you for your email asking for information about our consulting services.

In answer to your first question, we offer services to all sizes of business. We can send out a single consultant or up to 100 members of our team to one client, depending on the size of the project.

You also asked us about how quickly we can respond to requests. We can usually find that we can sign a contract within two or three weeks of starting serious discussions with clients, but it is possible to speed this process up even further if negotiations go smoothly.

If you have any further questions, please do not hesitate to contact us. We hope that we can do business together soon.

Best regards  
Alex Case (Mr.)

**Email C**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Hi everyone

Hope you all had a good weekend.

This is just a brief reminder of the earlier than usual date for expense claims this month. The deadline for sending your claims to me this month is the 23<sup>rd</sup>. This is because of the public holidays at the end of the month.

Thanks.

Kind regards  
Alex

**Email D**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Ms Sanchez

Thank you for your email about your stay in our hotel.

I was very sorry to hear about your problems with noise from neighbouring rooms. This was because of the university spring break holidays, when unfortunately the guests tend to be rather lively, especially here in Florida. Please rest assured that the hotel is not like this at other times of year.

I have attached a token for one free night's stay in any of our hotels worldwide to make up for your less than ideal stay. I hope that is acceptable with you. We look forward to seeing you again at one of our hotels soon.

Once again, please accept our apologies for any inconvenience caused.

Best regards

Alex Case

**Email E**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Hi Steve

Hope you had a good time in Stockholm.

I'm writing because I'll be in KL the week after next and was hoping you might be available to meet up. I'm free in the afternoon on 14 and 17 January, so please let me know when might be convenient with you.

Looking forward to hearing from you.

Best wishes

Alex

**Email F**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Jane

I'm writing to you about the next series of customer service training workshops, which will take place in September.

I was wondering if this time it might be okay to use the board room. This is because we are planning to video the sessions and so would like a better space in the background of the images and need more natural light.

I hope that's okay.

All the best

Alex

**Email G**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Sir or Madam

I am writing to you in order to ask for information about your new logistics software. My three main questions are below.

First of all, I'd like to ask about your discount policy. Several other suppliers have offered us a discount for new customers, so we were wondering if you might be able to offer the same thing.

My second question is about your after sales service. We'd like to know if it is free as long as we are using the product, or if we have to pay a regular fee for software support.

Lastly, could you tell me how long it will be before the next update to these products? This is because we are very keen not to buy software which will become out of date soon after we buy it.

I look forward to your reply.

Sincerely yours

Alex Case (Mr)

**Email H**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Sir/ Madam,

I am writing to you about your aeronautical components trade fair which we attended at Tokyo Big Site last month. Overall we enjoyed the experience, but unfortunately there were a couple of things which the people who attended agreed could have been improved, which I have described below.

Our first complaint was about the amount of space available in the time out area, which was barely enough to relax in, and certainly wasn't big enough to network in as we had planned. We were also not very that happy with the fact we had to clear our booth before the official closing time of the event, rather than after all the attendees had already left.

Unless these factors are fixed by next year, I'm afraid we have decided we won't attend the same event again. Could you let us know what action is likely to be taken?

I look forward to hearing from you soon.

Best regards,

Alex Case

**Email I**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Ms Cho

I am writing to you about our latest delivery of aluminium brackets, order number GFY13458.

According to our records, this shipment arrived on time on 16 February 2016. Payment was therefore due at the end of that month, but unfortunately we have no record of payment having been made. Could you possibly chase this up for me?

I look forward to hearing from you soon.

Sincerely

Alex Case

**Email J**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Hi Jaime

Thanks for your email. It's great to hear that you can come.

Although our office is only about five minutes from the station it is a little tricky to find, so I thought that I'd explain how to get here. I've also attached a map.

You need to take the JR Yamanote Line (the green circular line) and get off at Osaki Station. Take the New South Exit and turn left straight after the ticket barrier. Follow the other people in the same direction for about two minutes until you enter a large building called Gate City Osaki. Go down the escalators that are straight in front of you and then walk past Starbucks café, still in a straight line. Continue straight on, past the Lawson convenience store, until you exit the doors at the other end of the building.

When you come out of the building, cross the zebra crossing that is in front of you and walk through the small park that is straight ahead. As you come out of the park, turn right and follow the river until you get to some traffic lights. Cross the road that you have been following (meaning that you also cross the river) and you will see our building right in front of you, with a Mini Stop convenience store to its right on the ground floor. Take the main (middle) entrance, go past the lifts, and turn left into the building with our company's display area in it. Please tell the security guard my name, and I'll come and meet you in reception.

If you have any problems finding us, please feel free to phone me on my mobile. Looking forward to seeing you soon.

Best wishes

AI

**Email K**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Sir or Madam

I'm writing to purchase some electrical car parts.

First of all, can you provide us with 4000 of your copper contact points, product number HYG777889? We'd also like to order some power cables, but I'm not sure which are best for our needs this time. Could you possibly advise us on the most suitable product in this case? Please find our specifications attached.

I look forward to hearing from you.

Sincerely yours

Alex Case

**Email L**                      **Function:** \_\_\_\_\_ **Subject line:** \_\_\_\_\_

Dear Ms Kane

Thanks for your quick reply.

First of all, I'd like to emphasise that we are definitely interested in your product, which we think could suit our purposes well. However, having spoken to my boss about your proposals, there are a few issues which we need to iron out before signing.

Firstly, I'm afraid it will be rather difficult for us to provide all the product information that you asked for before we receive your initial estimate for the cost of the components. This is because the project is both still in a fairly early development stage and is also something that we need to keep under wraps in case our competitors are working on something similar. This means that we would prefer to have a contract based on an initial quote from you now, with any necessary changes being renegotiated at a later date if our needs change.

The second issue is that we need a substantial part of the initial order as soon as possible to help us with R&D. If possible, we'd like at least 5% of the number that we discussed by the end of this month, with the remaining order coming later as we agreed during the last teleconference.

I hope all that is okay with you. I'm looking forward to hearing from you.

Regards

John