

# 12 Checking understanding

**A** Read the email exchange between Peter and Kate. In each gap there are two missing words – try to guess what they are. In email 2 Kate has used the ‘Reply’ button so she includes the text of the email she received.

email 1 (from Peter to Kate)

Kate, I've attached the sales figures for Q3, as requested.  
You'll see that we're up 6%! Things are really taking off in Central Europe.  
By the way, are you going to the conference?

email 2 (from Kate to Peter)

> Kate, I've attached the sales figures for Q3, as requested.  
Sorry, Peter, you forgot to send <sup>(1)</sup>..... Can you send it again?  
> You'll see that we're up 6%! Things are really taking off in Central Europe.  
Great news. Do <sup>(2)</sup>..... 6% increase for the quarter or for the whole year?  
> By the way, are you going to the conference?  
<sup>(3)</sup>..... ? The sales conference in Istanbul next month or the International Plastics Convention in Slough?

email 3 (from Peter to Kate)

Sorry about that, Kate. Here it is again. Let <sup>(4)</sup>..... if you get it.  
I meant 6% for the quarter! Head Office are very pleased.  
What do you mean 'Which conference?!' I was talking about the sales conference of course. But are <sup>(5)</sup>..... it's in Istanbul?

email 4 (from Kate to Peter)

Okay, I've got the attachment this time. But you'll never believe it – I can't <sup>(6)</sup>.....  
..... ! Can you check that you saved it properly?  
I thought the conference was in Istanbul, but I may <sup>(7)</sup>..... I'll check and get back <sup>(8)</sup>..... Anyway, I can't go this year – Cathy is going instead.

Before you look at the answers in the back of the book, here are all the words you need:

attachment be conference it know me mean open sure to  
the which wrong you you you

**B** Fill in the missing prepositions. Each gap represents one letter.

- To copy somebody ..... an email (= to send somebody a copy of an email)
- To get ..... somebody about something (= to contact somebody again)

**C** Rewrite the sentences below with the correct word order to make typical email phrases. Start each sentence with a capital letter.

- sorry, you forgot the send to attachment. you can again send it?  
.....
- mean you to send this did? i don't want the attachment to open in case it's a virus got.  
.....
- about that are you sure? i thought was in Istanbul the conference.  
.....
- i'll check and get to back you later today.  
.....
- you do mean which conference?  
.....
- i don't this point understand sorry. can you in a little detail more explain it?  
.....
- i'm sure not what mean you by this. you could clarify?  
.....
- i thought on Thursday was the meeting, but I wrong may be.  
.....
- sorry, my last email forget. you're right. not Friday, it should Thursday be.  
.....
- what was meant I Gatwick, not Heathrow. the situation this clarifies i hope.  
.....

**D** The email below shows some original text introduced with a '>' symbol, and some comments in *italics*. Complete the email by writing one word in each gap.

> I've written down some thoughts about the Beta project – it's <sup>(1)</sup>..... as a Word doc. I'm circulating it to all line managers. <sup>(2)</sup>..... me know what you think.  
*I'm afraid you <sup>(3)</sup>..... to send the attachment. Can you send it <sup>(4)</sup>..... ?*  
> There's a couple of things I'd like you focus on. First is the timing.  
*I'm not sure what you mean <sup>(5)</sup>..... 'timing'. The time before the project starts, or the time the project will actually take once it's started?*  
> Then there's the question of marketing costs.  
*I know Daniel produced some detailed figures on this some time ago. Have you <sup>(6)</sup>..... with him?*  
> Finally, feasibility.  
*I don't understand this <sup>(7)</sup>..... Can you explain in a little more <sup>(8)</sup>..... ?*  
> I'd like your comments by the end of next week at the <sup>(9)</sup>.....  
*Okay, I'll try to get them <sup>(10)</sup>..... to you by then.*  
*One last thing – I think you need to copy Lila <sup>(11)</sup>..... on your original email. I may be <sup>(12)</sup>....., but I think she's now involved from the Latin America end.*

# Basics

	Formal/Neutral	Informal
<b>Name</b>	Dear Mr/Mrs/Ms Dupuis Dear Mary	Hi/Hello Mary Mary, ... (or no name at all)
<b>Previous contact</b>	Thank you for your email of ... Further to your last email, ... I apologise for not getting in contact with you before now.	Thanks for your email. Re your email, ... Sorry I haven't written for ages, but I've been really busy.
<b>Reason for writing</b>	I am writing in connection with ... I am writing with regard to ... In reply to your email, here are ... Your name was given to me by ... We would like to point out that ...	Just a short note about ... I'm writing about ... Here's the ... you wanted. I got your name from ... Please note that ...
<b>Informing</b>	I'm writing to let you know that ... We are able to confirm that ... I am delighted to tell you that ... We regret to inform you that ...	Just a note to say ... We can confirm that ... Good news! Unfortunately, ...
<b>Attachments</b>	Please find attached my report. I'm sending you ... as a pdf file.	I've attached ... Here is the ... you wanted.
<b>Ask for information</b>	Could you give me some information about ... I would like to know ... I'm interested in receiving/finding out ...	Can you tell me a little more about ... I'd like to know ... Please send me ...
<b>Requests</b>	I'd be grateful if you could ... I wonder if you could ... Do you think I could have ...? Thank you in advance for your help in this matter.	Please ... Could you ...? Can I have ...? I'd appreciate your help on this.
<b>Promise action</b>	I will ... I'll investigate the matter. I will contact you again shortly.	I'll ... I'll look into it. I'll get back to you soon.
<b>Offer help</b>	Would you like me to ...? If you wish, I would be happy to ... Let me know whether you would like me to ...	Do you want me to ...? Shall I ...? Let me know if you'd like me to ...
<b>Final comments</b>	Thank you for your help. Do not hesitate to contact us again if you require any further information. Please feel free to contact me if you have any questions. My direct line is ...	Thanks again for ... Let me know if you need anything else. Just give me a call if you have any questions. My number is ...
<b>Close</b>	I am looking forward to ... (+ -ing) Give my regards to ... Best wishes Regards	Looking forward to ... (+ -ing) Best wishes to ... Speak to/See you soon. Bye (for now)/All the best