

## Worksheet 2: An enquiry and reply

- 1 Who is this event for? Where and when is it? Do you have similar events for your industry?**

### Global Electricity Conference

The largest meeting place for energy industry professionals from over 100 countries worldwide.

San Paolo International Conference  
and Exhibition Centre

17–19 February

- 2 Read the emails. Match the sentences (a–d) with the emails. Write 1, 2, 3 or 4.**

- a The writer wants information about an event. \_\_\_\_
- b The writer accepts the offer. \_\_\_\_
- c The writer gives the other person good news. \_\_\_\_
- d The writer gives bad news, but offers the other person something. \_\_\_\_

Dear Sir/Madam

**1**

I am writing to **enquire** about the electricity convention in February. My company would like to book **a stand in the exhibition area**. Could you please send details for **exhibitors**?

I look forward to hearing from you.

Frank Rosling  
Berlin Energies

Dear Mr Rosling

**2**

Thank you for your enquiry. Unfortunately, all the stands for the exhibition are now booked. However, we have a waiting list because sometimes space becomes **available at the last minute**. If you would like me to put you on the waiting list, please fill in the attached form with your company details.

Best regards

Ariadna Natera  
Conference Programme Manager

Dear Ms Natera

3

Thank you very much for your reply. I would like to be on the waiting list. Please find attached my form.

Frank

Dear Mr Rosling

4

I am happy to **inform** you that there is now a stand available. Please could you **confirm asap** that you are still interested and I will complete the booking.

Ariadna Natera

**3 Match the words in bold in the emails to the definitions.**

- 1 the people who show their products or services \_\_\_\_\_
- 2 the place where a company can show their products at a conference \_\_\_\_\_
- 3 ask \_\_\_\_\_
- 4 free to use \_\_\_\_\_
- 5 make an arrangement definite \_\_\_\_\_
- 6 tell \_\_\_\_\_
- 7 the final moments before something \_\_\_\_\_
- 8 as soon as possible (abbreviation) \_\_\_\_\_

**4 Find the expressions in the emails that match these meanings.**

- 1 I am interested in ... I am writing to enquire about
- 2 I would be grateful if you could send ... \_\_\_\_\_
- 3 I'm grateful for ... \_\_\_\_\_
- 4 I'm very sorry but ... \_\_\_\_\_
- 5 I'm delighted to tell you ... \_\_\_\_\_
- 6 Could you please ... \_\_\_\_\_

**5 Categorise the expressions in Exercise 4.**

enquire: 1                      thank: \_\_\_\_\_  
request: \_\_\_\_\_              give good news: \_\_\_\_\_  
give bad news: \_\_\_\_\_

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A global event for your business, with professionals from over 100 countries worldwide

Book now for an exhibitor's stand

**6 Look at this advert for an event. Write to Ariadna Natera. Enquire about a stand for your company at the exhibition.**

**7 Swap your emails with a partner. Write a reply from Ariadna Natera with good news or bad news.**

I CAN

enquire ☐

request information ☐

give good and /or bad news ☐