**E-mail example & exercise:**

Read the below formal business email of request about a project in an airport from a client to an external project manager.

From the context, try to guess what the meaning of the words/phrases in **bold** are. Then do the quiz at the end to check if you are right.

Dear Mr Mitchell,

I am writing in reference to the current situation with the Skipton Airport Project. We have a number of questions **which we hope you could answer**.

**First of all**, could you please provide us with an update on where you are on the Skipton Airport Project. We would also appreciate it if you could **clarify** what the current issues with the delivery system are, and confirm when you expect them to be resolved.

**In addition**, at the end of our last meeting **we requested** a copy of the latest project update report. Unfortunately, we have still not received it. **We would appreciate it if you could forward this to us**.

**Could you also please confirm** whether the post-installation support covers the equipment 24 hours a day? And what is actually included in the support? **In particular**, we would like to have confirmation if the cost of parts and labour are included in the package? **We require** this information as soon as possible.

And lastly, **we are considering** extending the period of the post-installation support from your company from 6 months to 12 months. **We would be very grateful if**you could provide us with a quote for this extension.

I would really appreciate it if you could deal with these matters urgently.

I look forward to hearing from you.

Yours sincerely,

Ian McAdam  
Development Manager

**Quiz:**

Below is a definition/description of each of the words/phrases in **bold** from the above text. Now choose the word/phrase from the question's selection box which you believe answers each question. Only use one word/phrase once. Click on the **"Check answer"** button next to the answer box to check your answer.

When the answer is correct, this  icon will appear next to the answer. Click on it to find **extra information** about the word/phrase (e.g. when, where and how to use etc...) and a **translation** in Spanish.

<http://www.blairenglish.com/exercises/emails/exercises/formal_email_request/formal_email_request.html>

Principio del formulario