



Asking for Information

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

Agent: Hello, this is Hannah of Bright Communications. How can I help you today?

Mr. Grey: Hello. I'm interested in buying one of your new products. I was wondering if you could give me some more information about it.

Agent: Of course, sir. What product are you interested in?

Mr. Grey: The Xplore 10 phone. I'd like to know more about its features.

Agent: No problem. The Xplore 10 has a 6-inch 1080p display, a 1.5GHz quad-core Snap processor and a 13-megapixel auto-focus camera.

Mr. Grey: Nice. What can you tell me about its operating system?

Agent: The operating system is Android 8.1.



Mr. Grey: Sounds great. I have a few questions about the payment, as well. First, I'd like to know if it's possible to order it online.

Agent: Yes, sir. You can order it on our website and have it delivered to your home.

Mr. Grey: Could you tell me how long it takes to deliver it?

Agent: We can have it delivered within 3 business days.

Mr. Grey: Perfect! And what about the methods of payment? Do you accept credit cards?

Agent: Yes, sir, we accept PayPal, credit and debit cards.

Mr. Grey: Great! Thank you so much for all the information.

Agent: Thank you for contacting us. Have a great day!



Check your understanding:

1. Why did Mr. Grey call Bright Communications?
2. What kind of processor does the Xplore 10 have?
3. What methods of payment do they accept for online orders?



Exercise 2 – Learning

Useful Expressions

- I'm interested in...
- I'm calling to find out...
- I'd like to inquire about...
- I'd like to know more about...
- I was wondering if you could give me some information about...
- What can you tell me about...?
- I have some questions about...
- I'd like to know if it's possible to...
- Could you tell me...?



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You are responsible for purchasing some furniture for the new office your company is opening soon. Make a phone call to an office-supplies company and ask about the price, size, and other features of the tables and chairs for the new office. Your teacher will act as the receptionist of the office-supply company.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Do you make inquiries to businesses over the phone on a regular basis? Why? Why not?
2. Have you ever been misinformed about something you purchased? If so, what happened?
3. Are there any products that you would never buy online? Why?