

A background image showing a business meeting. Two people are seated at a wooden table. One person is holding a pen and looking at a laptop screen displaying charts and graphs. The other person is holding a pen and looking at a notepad. A coffee cup is on the table. The image is overlaid with a teal and dark blue geometric design.

NEW BUSINESS ENGLISH 6

Lesson 24

Giving Information



LEARNING GOAL

- ◆ Giving Information



Warm-up

- ◆ How often do you give information to a client?
- ◆ What kind of information do you usually give to a client?





Abby writes a quick reply to Tracer and attaches the quotation of the products.



To: Tracer Brown

Subject: Product Quotation

Dear Mr. Brown,

Thank you for your inquiry regarding our products and services. We can supply the items you require directly from **stock**. Normally, products will be delivered within three days from the order. We require payment by **bank transfer** or **letter of credit**. We will send you a confirmation email once you place the order. However, if some items need replacing, you may fill out the replacement request form.

In addition, I am attaching a **quotation** that gives full details of the products with their corresponding prices. Some items are on sale with special discounts.

We sincerely welcome any inquiries from you for further cooperation.

Best wishes,

Abby Lee



Send

Email Review

Read the email and answer the questions.

Dear Mr. Brown,

Thank you for your inquiry regarding our products and services. We can supply the items you require directly from stock. Normally, products will be delivered within three days from the order. We require payment by bank transfer or letter of credit. We will send you a confirmation email once you place the order. However, if some items need replacing, you may fill out the replacement request form.

In addition, I am attaching a quotation that gives full details of the products with their corresponding prices. Some items are on sale with special discounts.

We sincerely welcome any inquiries from you for further cooperation.

Best wishes,

Abby Lee

Learning Goal

∴ Giving Information

Thanks



Thank you for your inquiry about...
In reply to your query,...

**Giving factual
information**



We can quote you a price of...
We can deliver by... (date) / within... (period of time)
We can offer a discount of...on orders over...
We require payment by...
We can supply...

**Saying what
you are attaching**



I am attaching a document/ quotation that gives full details of...
I am attaching our current catalog...

Close



We sincerely welcome any inquiries from you...
We feel sure that...

Learning Goal

∴ Giving Information

Thanks

Thank you for your inquiry regarding our product and services.

**Giving
factual
information**

We can supply the items you require directly from stock. Normally, products will be delivered within three days from the order. We require payment by bank transfer or letter of credit. We will send you a confirmation email once you place the order. However, if some items need replacing, you may fill out the replacement request form.

**Saying what
you are
attaching**

In addition, I am attaching a quotation that gives full details of the products with their corresponding prices. Some items are on sale with special discounts.

Close

We sincerely welcome any inquiries from you for further cooperation.

Oral Practice

Scenario:

A company designed a new logo for its product and successfully launched it in the international market.

As a client...

Requirements:

- Ask for information about the new design logo of the product.
- Use the keywords and expressions you learned in your previous lesson.

- tagline
- communicate
- visually
- appealing
- catch attention
- brand identity

As a seller...

Requirements:

- Give information about the new design logo of the product.
- Use the keywords and expressions you learned in your previous lesson.

- products
- supply
- stock
- working days
- letter of credit
- replacement request form

Overview

Keywords and expressions:

stock/ quotation/ bank transfer/ letter of credit

Giving Information:

Thanks – Thank you for your email about...

Giving factual information – We can quote you a price of...

Saying what you are attaching – I am attaching our current catalog...

Close – We feel sure that.../ My direct line is...

