

# DailyStep English

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Level 4: High Intermediate Daily Audio Lessons

DailyStep-4\_business-arrangements-002\_US-05

**Rupert:** Could you let me know your exact office address?

**Alison:** Yes, of course, no problem. I'll send you an email to confirm our meeting, and I'll make sure I include our office details and how to get here.

**Rupert:** Thanks, well, that's all settled then. I'll see you a week on Wednesday. In the meantime, I do hope your trip to Belgium goes well.

**Alison:** Thank you, Rupert. I look forward to seeing you then. Goodbye.

**Rupert:** Bye, Alison. Oh, sorry Alison before you hang up, would you be kind enough to email me the background information about your new range of products so that I can read up about them before the meeting?

**Alison:** No problem, I'll send it through now.

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Situation: During a telephone call, Alison and Rupert make the final arrangements for their business meeting.

Style: friendly and professional

Functions:

1. Asking for information: **Could you let me know** your exact office address? *(note: please copy the tone and emphasis carefully here.)*
2. Arranging to confirm details: **I'll send you an email to confirm** our meeting, **and I'll make sure I include** our office details and how to get here. *(note: please copy the tone and emphasis carefully here.)*
3. Confirming that it's arranged: Thanks, **well, that's all settled then.** *(note: please copy the tone and emphasis carefully here.)*
4. Closing a telephone call: **I look forward to seeing you then. Goodbye.** *(note: please copy the tone and emphasis carefully here.)*
5. Trying to prevent a telephone conversation ending: **Oh, sorry Alison before you hang up...** *(note: please copy the tone and emphasis carefully here.)*
6. Making a request: **would you be kind enough to** email me the background information about your new range of products...? *(note: please copy the tone and emphasis carefully here.)*

Notes:

1. Could you let me know...? = Please let me know... *(more direct)* / Would you mind letting me know...? *(less direct)*
2. I'll send you an email = I'll email you
3. I'll make sure I include = I'll be sure to include
4. how to get here. = directions to this place
5. that's all settled then = so, we have agreed on that *(more formal)*
6. a week on Wednesday = one week from this Wednesday / on Wednesday week
7. In the meantime, *(more formal)* = between now and then
8. I do hope = I strongly hope *(note: we never actually say it like this!)*
9. I look forward to *(phrasal verb)* seeing you = I anticipate with pleasure seeing you *(note: we never actually say it like this!)*
10. before you hang up *(phrasal verb)* = before you end the telephone call / before you put the phone down *(phrasal verb)*
11. would you be kind enough to email me *(more formal)* = would you mind emailing me
12. the background information = the general description
13. your new range of products = the items that you have recently started producing
14. so that I can read up *(phrasal verb)* about them = so that I can do the necessary research about them
15. I'll send it through *(phrasal verb)* = I will send it via email (or fax)

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