

Make the request clear

Learner page 1 | WFR1 | Read before you write

A useful message helps its reader do something. Read Alex's facts and draft. Decide what Jo still needs. You will then write your own version, get feedback and revise it.

The facts Alex must use

Alex writes to Jo, a familiar office administrator. Jo books rooms. Alex needs Room 3 for six people on Thursday from 10 to 11 am because Room 2 is unavailable. Jo should confirm by Wednesday at 12 noon. Alex will tell the participants after Jo confirms. All people and situations are fictional.

Alex wrote this

First draft
<p>Hi Jo, We need a room for training. It changed. Can you sort it and tell them? Thanks, Alex</p>

1 Read as Jo

What do you know? What can you not do yet? Compare with a partner. Use the draft, not the facts above, to decide what Jo has been told.

Can Jo find this in the draft	Yes or no
Which room to book and how many people	
The day and the start and finish times	
When to reply and who tells the participants	

2 Choose the most useful comment

- A Use longer words and make every sentence more formal.
- B I understand you need a training room. Which room and time should I book, when do you need my reply, and who will tell the group?
- C Check all your grammar and make the email better.

Choose one comment. Explain how it would help Alex revise. A useful comment tells the writer what the reader needs.

3 Plan one useful change

Tell your partner how you will make the request clear. Then write on page 2. Use the supplied facts; do not invent a booking confirmation.

Help if needed: Could you book ...? There will be ... people. Please confirm by ... I will tell ... once you have confirmed.

My draft and reader feedback

Learner page 2 | Reusable sheet | Name _____

Today, write Alex's request from page 1 in your own words. Later, reuse this sheet for another short message. Your teacher will give you the reader, purpose and facts.

My reader and what I want them to do

Facts I must include

1 Write your first version

Aim for about 60-90 words for today's email. Keep this version so you can compare it with your revision. A shorter complete message is also fine.

2 Ask a reader

Reader: say one thing you understood. Then ask one question about a missing or unclear detail. Do not rewrite the message for the writer.

One thing the reader understood

One reader question

3 Choose your next change

Writer: explain the change you plan to make. Ask for a phrase or an example if you need one.

Help used: model / dictionary / teacher / partner / other / none
Details _____

My revision and the reader check

Learner page 3 | Reusable sheet | Name _____

Make your agreed change. Check the task facts. If a detail is missing from a real task, ask for it rather than inventing it.

1 Write a clearer version

2 Give it back to the reader

Reader: use only the revised email. Complete these notes and underline the words you used. If a detail is missing, write not clear. Do not fill gaps from memory.

What Jo needs	What the revised email says
Room and number of people	
Day and times	
Reply deadline	
Who tells the participants	

Check the reason for changing rooms against page 1. For a different message, replace these four headings with what that reader needs to know or do.

3 Explain what improved

I changed _____ because the reader now knows _____

Check one useful language point: Could you + base verb for a request; by for the latest reply time. More formal is not always better.

Help used this time _____

One thing to try in my next message _____