

1. Ask	a. Increase
2. Ask for	b. Receive
3. Meet	c. Inform
4. Fix	d. Amendments
5. Book	e. Enquire
6. Give	f. Handle
7. Promise	g. Reserve
8. Say sorry	h. Apologize
9. Get	i. Assist
10. Changes	j. Provide
11. Check	k. Repair
12. Help	l. Require
13. Tell	m. Inexpensive
14. More	n. Verify
15. Deal with	o. Further
16. Cheap	p. Encounter
17. Go up	q. Assure

1. I have some questions about the brochure I got in the mail today. What about a telephone call this afternoon?
2. We need more time to make the necessary changes to the contract.
3. I need some more info on your products.
4. Can you give me some more details about your offer?
5. I'll ask Mrs Griffin about the hotel booking and I'll get back to you asap.
6. Can you check if they've gone through with the agreement?
7. I want to say sorry for the delivery problems you met with.
8. I promise we'll deal with these minor problems and it'll be OK next time.

Hello MR SMITH,

My name is Julia, I'm a student in the University of Madrid, I'm 20, and I'm studying Finance. This summer I want to try some volunteer work so I picked your museum complex for this purpose, cause I think it's great to help people in need.

I know my field of study isn't EXACTLY the same thing as museum work but I'd like to try. I know your programme starts in like 2 weeks, so I'm a bit late with my application, I'm sorry for that, but it's just that I was too busy with my exams, so didn't have any time.

I saw your brochures in our student center the other day and I got interested in the programme. But I have some questions I want to ask you first, to get some more info. What kind of accomodation do you offer? How many students do you hire for the summer? How many days off will we get?

Thanks in advance for your help. Hope to hear from you soon.

If you need to talk to me on the phone, no problem, here is my number: 09 7958 3264.

P.S. I attached my CV and a covering letter.

Thanks again and Bye,
Julia Crane.