

Business Basic

Lesson 04: Requesting Materials

Practice 1 | Formal and Informal Expressions

Directions: Listen and repeat.

There are certain phrases used in business conversations.

Check them with your teacher.

Formal	Informal
May I ask you to give me these documents?	Can I take these, please?
I need them in order to...	I need them for...
I got an order to...	I have to...
Can you copy them for me, please?	Do you have any copies?
Is it okay to ask for...	Can I have...

Practice 2 | Reading Dialogue

Directions: Read the dialogue aloud with your teacher.

Here is an example of how to request materials. Read it with your teacher.

Mike : Hello, Sally. I've heard you are keeping the minutes of our meetings. Am I mistaken?

Sally : No, it is true. They are all stored on my computer. What do you need them for?

Mike : I got an order to gather the minutes of the last three weeks, examine them thoroughly and make some conclusions about our progress.

Sally : Well, I am glad to hear our boss is finally doing an evaluation. Do you have a signed permission?

Mike : Yes, here it is.

Sally : Well then, the minutes are all yours. Please give me your USB flash drive.

Mike : By the way, is it okay to ask for a printed copy too?

Sally : Okay. It will only take a couple of minutes.

Questions:

1. Who has the minutes of the meetings?
2. What did Mike need the minutes for?
3. What else did he ask Sally?

Practice 3 | Studying the Manual

Directions: Study the manual with your teacher.

How to request materials?

- Firstly, make sure that you have all the required permissions to get the materials.
- Find a person who is accountable for these materials.
- Explain to that person why you need the materials (if needed).
- Be polite and official, even if you are in a higher position.
- Check the materials the person gave you in front of him/her. Make sure all documents are there, since you will be held responsible even if it is not you who lost them.

Practice: Have a short role-play with your teacher. Practice requesting some reports on the company's activity in the last 5 months in order to make some research on how to improve the company's methods and strategies. Please use some of the polite expressions studied in this lesson.

Practice 4 | Situation Questions

Directions: Answer these situation questions.

1. Let's imagine that you got a task to check some important documents. What will you need to do?
2. You came to your boss's secretary and she gave you the minutes of last two weeks. However, when you checked them in front of her, the reports of two meetings were missing. What do you do?
3. Your boss gave you a task for which you need some materials, but he forgot to give you a signed permission before he went on a long business trip. You cannot postpone the accomplishment of the task until he returns. What do you do?
4. You are asking the secretary to give you some materials you need urgently but she is new to the office and doesn't know where they are. What do you do?