



Making Requests

Step 1: Request specific information or action.

What, specifically, do you want or need? If it's a bit complicated, begin with a general request – using a phrase below, and follow it with *More specifically*, and a list – perhaps a bulleted list - of specific items.

- Could you please...?
- Please.../ Please send me...[*Perhaps too direct at the UN, but OK with an American reader.]
- I seem to be having some difficulty with... (*Can / Could*) you assist me?
- I believe I may have discovered an error in... Could you please check...?
- Would you be willing to...?
- _____ will be visiting {place, date(s)}. Could you arrange to have someone...?
- Would you mind...?
- I'm writing from _____ and I was wondering if you could...

Step 2: Cover relevant background information and details.

Give all necessary information as clearly and concisely as possible. For example:

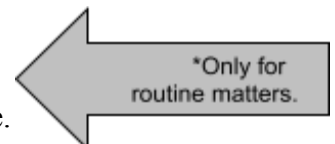
- *Does the reader need to know some history of the situation?*
- *Why do you want the information or action?*

Step 3: Provide contact information.

- If you have questions about (*my request / my order*), please contact me at...
- If you need any further information or have any questions about ..., please contact me at...
- Please write or call to let me know if you can help (*me / us*). My (*phone number / email*) is...
- I can be reached at...
- If need be, the best way to contact me is by...at...
- Please contact me at the phone number I've listed above with any questions or concerns about my request.

Step 4: Reiterate action and/or thank.

- Thank you for your assistance } , and I look forward to receiving this information.
 } , and perhaps I'll have the opportunity to...
 } on this important matter.
- Thank you for } helping me with...
 } your assistance (, *and I look forward to receiving this information.*)
 } taking the time to answer my questions.
 } your time, and I look forward to receiving more information on...
 } your cooperation in this matter. (*I look forward to hearing from you by...*)
- Please call me by Tuesday of next week to answer our questions. My office number is _____; our home number is _____.
- Any (*help / assistance / information*) you can provide will be greatly appreciated.
- Thank you in advance for any (*help / assistance / information*) you can provide.
- Thank you for your understanding and prompt response.





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- Thank you and I look forward to...
- (*I / We*) appreciate your prompt response; your help will ensure that (*you receive.../ we can...*)
- I'd appreciate hearing from you before...
- Please drop me a note or call me (555-5555) with answers to these questions.