



Answer an E-mail Request

You are John Bull, the Studio Engineer of PANOPTICAM, a film studio based in London, United Kingdom.

You have just received the following e-mail from Michael Frank, the Head of Product Development of CAMGEAR, your new German supplier of filming equipment:

Dear Mr Bull,

Working as an engineer at CAMGEAR, the world's leading manufacturer and distributor of filming equipment, my area of responsibility is product development.

I learn from our London sales subsidiary that you have recently placed your first order with CAMGEAR for a considerable amount of camera cranes required for a filming project which starts end of this month.

One of our company's keys to success is that we constantly seek to improve our products and services for our customers' benefit. This is why we arrange technical visits with our biggest customers on a regular basis in order to scrutinize and assess our products in action.

For this reason I wanted to know if we could arrange a technical visit to your studio during the filming process of your next project in the first two weeks of the coming month.

Thank you in advance for your help in this matter. I look forward to working with you and hope to hear from you soon.

Yours sincerely,

Michael Frank
Head of Product Development
CAMGEAR GmbH
Würzburger Str. 127
63743 Aschaffenburg
GERMANY

Your task now is to write your e-mail answer. You should stick to the following instructions:

1. Find a proper subject line for your answer.
2. Choose the adequate salutation formula.
3. Thank Mr Frank for his enquiry and interest.
4. Express your appreciation for his company's service and invite him for a technical visit.
5. Mention that you will phone him early next week in order to arrange details.
6. Phrase your positive expectation.
7. Choose the adequate complimentary close.