

## UNIT 12: INFERENCE QUESTION

(Implied / Inferred)  
(Email, letter, Memo, Notice)

### I. Typical question

- What is ..... about st?
- What can be ..... from the letter?

### II. Classification

January 27

Renaldo Moreno

Rome Kingstonian Hotel

Viale dei Promontori 659 00135 Rome (RM)

Dear Mr. Moreno,

I am writing to you to inquire about using your hotel for Burke Capital's annual executive retreat in May. I was recently appointed to my position, and my predecessor told me that your hotel had been used three years ago for the same event. She mentioned how impressed she was with your level of service. We will be bringing with us 12 executives from the board of directors, 15 team managers from across the company, and eight members of staff from the administration, event organization, accounting, and office management teams. We will need

suites for the executives, single rooms for the managers, and the other members of staff will be asked to share double rooms.

During the daytime, we will need to have access to one large conference room which can accommodate all the attendees. We will also require three smaller rooms to be used for side meetings. Ideally, all of these rooms will be equipped with projectors and Internet access.

We would also like to ask you to provide catering for the event, including breakfast, a light lunch, and an evening meal throughout the time we spend at the hotel. We will be arriving around lunchtime on May 8 and leaving after dinner on May 10.

Please let me know if such an event will be possible on the dates requested, by e-mailing me at Hoffman.charlotte@burke.de. I look forward to your response.

Yours truly,

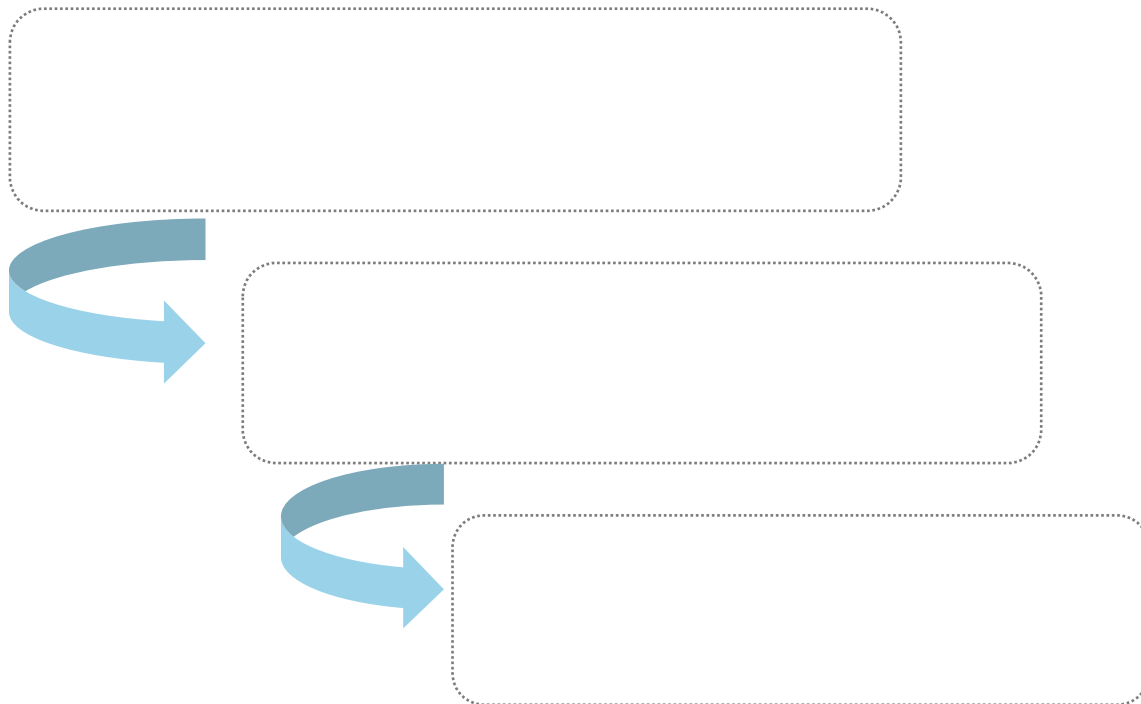
Charlotte Hoffman

Assistant to the executive director, Burke Capita

**What can be inferred from the letter?**

- (A) Breakfast is not needed on May 8.
- (B) Microphones are required for the conference rooms.
- (C) The attendees will take time for sightseeing.
- (D) Some of the meetings will take place in the evening

**Strategy**



**Check up 1**

Theodore Cummings

Account Manager Revtech Systems

Dear Mr. Cummings,

I picked up a brochure on your company at a recent trade fair and wanted to inquire about purchasing one of your point-of-sale (POS) systems. It says on your brochure that you can customize a POS system for almost any type of business. I run the above-named spa, and we sell products, including name-brand lotions and creams, and offer services such as massages and various other treatments.

I appreciate the fact that your POS system can track sales of goods or services paid for with cash, as well as debit and credit cards. I also like that it can generate detailed sales reports. However, I want to know whether it can also show items that have been sold at discounted prices or that have been paid for with points. I hold occasional promotions, hand out gift cards, and maintain a rewards program for frequent customers. For this reason, I'd like the POS system to track items sold under those categories and reflect them in the sales report.

Please let me know when we can meet to discuss this further. I'd like to have a new system up and running by October 15. You can reach me during our regular hours between 8:00 a.m. and 7:00 p.m., Tuesday through Sunday, at 555-2306. Thank you.

Sincerely,


Shauna Gillis

Proprietor

Hilltop Spa and Wellness Center

**What is suggested about Hilltop Spa and Wellness Center?**

- (A) It is open seven days a week.
- (B) It manufactures its own line of products.
- (C) It allows people to use reward points as payment.
- (D) It will be expanding to another location in October



*reward:* .....

.....

.....

## PRACTICE

### Exercise 1:

Hi, Margaret,

I'd like first of all to send you my congratulations. As you may have guessed, your interview last Thursday went tremendously well, and your application for the position in our Paris office has been approved. We'd like you to be ready to fly on June 4 because you'll need about a week to get adjusted to your new environment. You'll begin work orientation on the 11th.

I realize that you speak French fluently and you have spent time in France. However, I strongly advise you to take advantage of the company's resettlement course, which includes all kinds of benefits. Here is a sample

- You can update your French with a private tutor before you leave. This will particularly help you with the technical aspects involved in your new position over there.
- We will give you several seminars on the French legal system and culture.
- Some advice on renting accommodations and paying for services will be covered as well.

As you know, our company has had offices in many different cities around the world for over 15 years, so you really should make the most of our experience.

Please call me today, or call the Personnel Department for details of your orientation package, and I'll be pleased to answer any of your questions if I can.

Regards

Gavin Foley


### 1. What can be inferred about Margaret?

- (A) She is bilingual.
- (B) She is not happy about relocating.

- (C) She majored in French in university.
- (D) She has been with the company for 15 years

**2. What is implied in the e-mail?**

- (A) Many have gone through the course.
- (B) Margaret is going to get in contact with Gavin today.
- (C) Only a few applied for the position.
- (D) The cost of living in France is very high

 *bilingual:* .....

*relocate*.....

*cost of living:* .....

**Exercise 2:**

From: Cindy Chow  
To: Edward Ngan  
Subject: GSS Conference  
Hello,  
With reference to the GSS Conference e-mail I sent on behalf of Michael O'Brien yesterday, I would like to seek your confirmation on the availability of the New Office Visit, Lunch & Dinner on Wed, December 6, by this coming Thursday, November 16. Additionally, if you have not yet confirmed with me your schedule for the conference, please e-mail me ASAP  
Please note that you are expected to check in on December 6 and check out on December 8. your room will cost HK\$800 net per night (breakfast for 1 included). However, if you would


like to extend your stay by checking in at an earlier date or checking out at a later date, please let me know because the rate will be different and booking in advance is needed.

I've attached some information regarding the conference with this e-mail, Should you have any queries, please feel free to e-mail me at cindy.chow@gss.com, or ring me at (852) 2255-1265.

Thanks & best regards

**What is implied about the hotel in the e-mail?**

- (A) It is very expensive.
- (B) It only has non-smoking rooms.
- (G) It is located within a walking distance of the airport.
- (D) It will be very busy during the time of the conference

 *within walking distance* .....

*In advance* .....

**Exercise 3:**

***Rockville Quartet Singing Workshops***


Over the years, the Rockville Quartet has made a name for itself in the Washington DC metropolitan area. After receiving many awards and even performing for several US presidents, the singers have decided to try something new. From November to December, the Rockville Quartet will be hosting a series of singing workshops.

If you have ever dreamed of becoming a professional entertainer, or if you just want to sound better singing at parties with friends, these workshops are a great way to learn about singing. And, you will learn from experts. The members of the Rockville Quartet will be taking a hands-on approach, so each workshop participant will get personalized guidance from each and every member of the group.

If you want to improve your singing voice, visit [www.rockvillequartet.com/workshops](http://www.rockvillequartet.com/workshops) for more details

**What is suggested about the Rockville Quartet?**

- (A) It gained its reputation abroad.
- (B) It has performed for famous people.
- (C) It recently adopted a new performance style.
- (D) It has been around for decades

 *reputation:* .....

*adopt*.....

**Exercise 4:**

**MEMO**

To: All staff

Subject: Mandarin speaking staff

Mr. Wang, a very distinguished guest who manufactures and distributes red wines in china, will visit us in New York next Monday. Although Mr. Wang is well versed in written English, he has expressed concerns about his conversational skills since this will be his first visit to America.

As Great Wall Red Wine is a potential big buyer of our grape products, we want to make his trip a memorable one. I would like to extend this invitation to anyone who speaks Mandarin to assist Mr. wang for the seven days when he is in town to resolve any language barriers and to avoid any unnecessary misunderstandings. I would prefer this person be a current employee of Sweety Grapes as he or she will have the added advantage of understanding our company's working style and culture.


The job is simple. You will pick Mr. wang up at the airport with some of our executives to welcome him. You will serve as an interpreter during his visits and meetings in the office. we will also require your presence and assistance when we take him for meals and city tours during the weekend. For seven days, you may be required to perform social activities at night and on the weekend. we hope that we can get someone from our team to assist us.

My sincere gratitude,

Lucy Mayson (lucym@sweetygrapes.com)

**What can be inferred about Mr. Wang?**

- (A) He cannot speak a word of English.
- (B) He is not very fond of traveling to North America.
- (C) He owns the largest wine manufacturing plant in China.
- (D) He will be well taken care of during his visit

 *be fond of:* .....

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