

# Intake File

## Topic 3. Making Requests

### Step 1. Target language review 重点词组句型复习 (课程当天截图提交)

**(Highlight 20-30% out of the target language points** to give yourself more focus when doing the daily personalization and intermittent review)

Vocabulary	Sentence structures
run into a couple of issues be concerned about argue quite strongly for have been proven correct a revised budget the formal approval forms get started run ... by you look promising rule out at this stage short notice make a plan to accommodate involve common require sth manage keep the cost to a minimum minimize make a start at the latest	one of which .... Do you remember <place/time/event> where/when/in which... get <smn/sth> involved... Once I've done..I'll do... In addition to...other... We're hoping to do...rather than just do we'd like to do...which means... A lot depends on how/what/when/who... It will require ...though Since...perhaps the best thing to do would be to do... If....I should be able to do so far but it seems that we won't be able to do... It shouldn't be ...
	Communication tools
	I trust I'm guessing that.... Exactly We need your approval to do... There's no need to do... Do you mind me asking...? Please do. Before we ... I'd like to do... That's good news. I appreciate it's...but would that be doable? Would you mind doing ...? I understand. We'll do everything we can to do When do you think you can...by? Perfect! Shall we...?

## Conversation 1 (from Phr)

Request an approval: more time/ approval for using costly materials

**Pharmaron (Una):** Good morning Vincent, how has your morning been?

**Client (Vincent):** Hello Una, it's been great **so far. I trust** you've had a good day?

**Pharmaron (Una):** Not too bad, but I have run into a couple of issues, **one of which** I need to discuss with you.

**Client (Vincent):** Ok, let's get to it. What problem are you having?

**Pharmaron (Una):** **Do you remember** the discussion we had two weeks ago **where** my project lead was concerned about the reagent we were planning to use during the purification process?

**Client (Vincent):** Ah, yes, I remember they argued quite strongly for the more expensive option. **I'm guessing** that they've been proven correct.

**Pharmaron (Una):** **Exactly.** We've tried many different conditions and **even got** the analytical team involved, **but it seems that we won't be able to** achieve the desired yield, sorry. **We need your approval to** try the other option.

**Client (Vincent):** **There's no need to** apologise; I knew this was going to be a possibility. **Do you mind me asking** what the cost increase is going to be?

**Pharmaron (Una):** **It shouldn't be** more than 10%. I can send you a revised budget before I leave this evening.

**Client (Vincent):** **Please do. Once I've** checked it, I'll email you the formal approval forms so that your team can get started tomorrow.

**Pharmaron (Una):** Great, thanks a lot!

## Conversation 2 (from the client)

**Client (Vincent):** **Before we** get started on the update, **I'd like to** run something by you.

**Pharmaron (Una):** Sure thing. What is it?

**Client (Vincent):** **In addition to** our original target, two **other** related compounds also look quite promising. We don't want to rule any of them out at this stage, so **we're hoping to** carry out toxicity tests on all three **rather than just** the original one.

**Pharmaron (Una):** I see. **That's good news.** What support do you need from our end?

**Client (Vincent):** **Ideally, we'd like to** run all three tests in parallel, **which means** we'll need to scale up all three of them before the start of the animal trials. **I appreciate it's** short notice, **but** would that be doable?

**Pharmaron (Una):** We can certainly make a plan to accommodate that. **A lot depends on how** close the structures are. **Would you mind** sharing the details so we can check how much additional work it would involve?

**Client (Vincent):** Of course not. I'll email you with the specifics after the TC, but they all share a common intermediate, so **it shouldn't** require too much additional development.

**Pharmaron (Una):** That's good. And you'd require 200 g of each of them, right?

**Client (Vincent):** Yes, that's right.

**Pharmaron (Una):** Okay, I think we can manage that. **It will require** additional material and labor, **though. Since** it falls outside the scope of the original contract, **perhaps the best thing to do would be to** draw up a separate quote for the additional costs. Is that okay with you?

**Client (Vincent):** Yes, that's fine, but **we are hoping to** keep the additional costs to a minimum.

**Pharmaron (Una):** I understand. **We'll do everything we can to** minimize them.

**Client (Vincent):** Great. Then I'll forward the details to you after our TC and look forward to receiving your quote. **When do you think you can** get it to me by?

**Pharmaron (Una):** If I make a start today, I **should be able to** get it to you by the end of tomorrow — Wednesday at the latest.

**Client (Vincent):** **Perfect**, thanks! **Shall we** move on to the regular update then?