

Teaching Emailing: Interactive Classroom Activities 2nd Edition

**over 350 pages of photocopiable
classroom materials**

by Alex Case

An introduction to teaching emailing and to Teaching Emailing

Even though there are many alternative ways of communicating nowadays, teaching good emailing has become more important as people become less familiar with the conventions of polite and friendly emails and so less able to communicate well and give the right impression. Teaching Emailing: Interactive Classroom Activities 2nd Edition provides over 350 pages on everything students need to know about how to plan, start, write the body of and end all kinds of formal and informal emails, including loads of useful emailing language. This e-book includes:

- Warmers, needs analysis and easy introductions to emailing
- Nearly 60 pages on opening and closing emails
- Over 130 pages on different kinds of emails (making arrangements, requests and enquiries, complaints, job applications, negotiations, academic emails, and group emails)
- Lots of materials on formality in emailing (starting and ending polite and friendly emails, using abbreviations, polite negative responses, etc)
- Fun classroom practice of emailing
- Over 70 pages on typical problems with emailing (bad paragraphing, unsuitable starting and ending, common language errors, etc)
- The big list of useful emailing phrases
- Indexes by title, activity and language point

As the name suggests, unlike most books for teaching writing, Teaching Emailing: Interactive Classroom Activities consists almost entirely of stimulating pairwork and groupwork practice activities with lots of classroom communication, such as:

- Over 200 emailing roleplays
- Personalised practice
- Board games
- Card games
- Coin and dice games
- Chain writing/ Consequences
- Dictation games
- Error correction competitions
- Fast reaction games/ Races
- Jigsaw texts
- Pairwork matching, guessing and error correction
- Politeness competitions
- Discussion of emailing tips and cultural differences
- Challenging situations to deal with
- Amusingly rude phrases to correct

Planning emailing lessons and courses

Teaching Emailing can be used for everything from a one-off lesson for general English students to a whole course for business and ESP students who write in English every day. The book is organised in the same order as I would generally recommend for a lesson or course on emailing: starting with warmers and/ or needs analysis, dealing with starting and ending, covering the body and different kinds of emails, looking at formality in more detail, practising all that they have learnt, and then dealing with typical problems such as mistakes that they have just made.

The sections are:

- **Introducing emailing section from page 7**
- **Opening and closing emails section from page 39**
- **Body of the email section from page 99**

Different kinds of emails sections from page 120

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- **Index by activity and language point page 385**

Most of those pages also include links to related materials in other sections.

Activities that would be top of my list of things to cover include needs analysis, a simple introduction such as Simplest Responses, personalised practice, something on tips and/ or cultural differences, some communicative practice such as roleplays, and some error correction. I usually elicit useful phrases or whole emails onto the board between two of those steps, for example eliciting a typical email for the class after they ask each other about what is typical in the needs analysis stage.

Higher-level students also usually benefit from politeness competition games, longer phrases card games, and problem roleplays. Lower-level students should be able to cope with most of the tasks in this book, but ones they are likely to get most out of include simplest responses games, jigsaw tasks, and chain writing. Using the same kind of activity twice can be a good way of linking between different topics, e.g. revising email enquiries with that chain writing game, then introducing dealing with complaints with the same activity. You can search for suitable activities by using the index by activity and language point on page 385.

Instructions and answers

Instructions are given as part of each worksheet. The instructions are usually written as if they are addressing the students, but obviously it is better if the teacher explains and demonstrates the activities, using those instructions as a guide.

Answers are usually given as part of the worksheet and/ or in the list of phrases from page 368.

Brainstorming

Many of the brainstorming stages at the end of the worksheets are squashed into one or two pages to save space and paper, and so don't really give enough room to write all the possible useful phrases. It is therefore often better to get students to fill in the relevant sections on the bigger brainstorming sheets on pages 93, 95 and 114, or to get them to copy the headings into their notebooks.

Copyright and copying

You may include the worksheets here in your own materials, perhaps after adapting them to the available class time, your students' levels, the area of work or studies of your students, etc. However, please acknowledge where the original materials or ideas came from with "From Teaching Emailing: Interactive Classroom Materials by Alex Case" or "Adapted from Teaching Emailing: Interactive Classroom Activities by Alex Case" on each copy. You may also share the materials with other teachers in your own school, but please buy one copy per school. You may share individual worksheets on class websites which are not publicly available such as class pages on Edmodo.com, but must get specific permission from Usingenglish.com for any other sharing of these materials and other materials closely based on them.

Other materials

If you like the approach used in this book and want similar materials for other classes, all students should enjoy and get something useful from Teaching Social English: Interactive Classroom Activities Second Edition <https://www.usingenglish.com/e-books/social-english/>

For business English classes, there are Teaching Meetings: Interactive Classroom Activities, Teaching Telephoning: Interactive Classroom Activities, and Teaching Presentation Skills: Interactive Classroom Activities, available at <https://www.usingenglish.com/e-books/teaching-meetings/>, <https://www.usingenglish.com/e-books/teaching-telephoning/>, and [https://www.usingenglish.com/e-books/teaching-presentation skills/](https://www.usingenglish.com/e-books/teaching-presentation-skills/).

For exam classes, there are Teaching IELTS Writing: Interactive Classroom Activities (<https://www.usingenglish.com/e-books/ielts-writing/>) and Teaching IELTS Speaking: Interactive Classroom Activities (<https://www.usingenglish.com/e-books/ielts-speaking/>). Similar titles are also planned on other EFL exams, travel English, negotiations, teleconferences and video conferences, grammar, and functional language.

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Introducing emailing section

See also:

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- Formal and informal emails for making arrangements jigsaw texts page 122
- Key words for starting and ending emails list dictation page 55
- Starting and ending emails simplest responses game page 40

Emailing in English needs analysis discussion questions

Discuss the questions below in pairs or small groups, remembering similarities between you and differences between you to share with the class after your discussion.

- How many emails do you receive, read and write in your own language? How long does that take you?
- What kinds of emails do you receive, read and write in your own language? (Who from or to? How formal? What subjects? What functions/ purposes/ actions needed? How long are they? etc)
- How many emails do you receive, read and write in English? How long does that take you?
- Will that increase in the future, do you think?
- What kinds of English emails do you receive, read and write? (Who from or to? How formal? What subjects? What functions/ purposes/ actions needed? How long are they? etc)
- How about in other languages?
- What are the differences between emails in your own language and emails in other languages, e.g. American business emails and Japanese business emails?

Use the ideas on the next page to continue your discussion.

Use these topics to extend your discussion of your (past, present and future) experiences of and opinions on emailing:

Opening

- Subject lines
- Opening greetings and name
- Opening lines

Main body of the email

- Paragraphing/ Organisation
- Enquiries and requests
- Commands/ Instructions (in internal memos/ group emails)
- Making complaints/ Dealing with complaints/ Dealing with problems
- Negative answers

Punctuation/ Formatting

- Highlighting important information
- Brackets

Closing

- Closing lines
- Closing greetings
- Your name at the end
- The automatic email signature

Formality

- Formal emails/ Being polite
- Informal emails/ Being friendly
- Traditional style and modern style
- How standardised or individual business emails are/ How similar all business emails are
- Emails and letters
- Abbreviations
- Emoticons/ Emojis

Ask about any topics above which you don't understand or are not sure about in English, discussing cultural differences etc as a class each time.

Work together with your partner to write a typical English email for you (or an English email you might have to write in the future or an English version of a typical email in other languages if you don't write English emails). Then help your partner do the same.

Compare emails with another group. Where they are different, is one more English style than the others

Emailing needs analysis and instant personalised practice

Work in twos or threes. Explain one typical situation in which you have to send, have sent or will have to send English emails, using the lists below to help. If you never send English emails and can't think of a realistic future situation, explain a situation related to emails in your own language, imagining that you have to do the same thing in English. Then roleplay a whole email exchange in that situation, with you as yourself and your partner as your colleague, customer, supplier, etc. Your teacher will tell you if you should write the emails or just say what you would write, but in both cases make sure you include all parts of the emails (from opening greeting to name at the end) and continue until the natural end of the exchange. Try to use the right level of formality/ friendliness for that situation.

Possible relationships with the person you are emailing

- Internal email – External email
- First contact – Regular contact/ Someone you have emailed (many times) before
- (Line) manager/ (Direct) boss/ Supervisor
- Colleague/ Co-worker/ Workmate
- Counterpart in another company/ section/ branch
- Customer/ Client – Supplier/ Vendor/ Subcontractor
- Member of the same...
- Head office/ HQ/ Headquarters – (Foreign) branch
- Parent company/ Holding company – (Foreign) subsidiary – Joint venture/ Group company
- Top manager/ Director/ Head of a department/ Boss's boss
- Other business contact (e.g. someone you met at a conference/ trade show/ trade fair)
- Other contact (e.g. fellow graduate or ex-colleague)

Possible levels of formality

- Super formal/ Very formal
- Standard business level/ Medium formality
- Fairly informal
- Very casual/ Very informal/ Very friendly

Possible functions of emails

- Applying for something (a job, a course, etc)
- Asking for advice/ feedback/ recommendations – Giving advice/ feedback
- Asking for contact details/ Asking to put in contact with someone
- Asking for information/ Enquiries – Answering questions/ Giving information
- Asking for payment/ Demanding payment
- Asking for permission – Giving permission – Refusing permission
- Bookings/ Making reservations
- Changing/ Rescheduling/ Delaying/ Cancelling
- Checking/ Confirming/ Clarifying
- Correcting wrong information
- Discussing documents (attachments etc)/ Sending documents/ Sending links
- Giving bad news – Giving good news
- Giving directions (on how to get somewhere, e.g. reaching your office)
- Group emails (making announcements, reminder emails, etc)
- Instructions/ Commands/ Demanding action

- Invitations (for social events such as drinks, etc) – Replying to invitations
- Making arrangements/ Scheduling (suggesting and fixing appointments, meetings, etc)
- Making complaints/ Reporting problems – Apologising/ Responding to complaints
- Making initial contact (= first contact) with someone who you don't know
- Negotiating
- Ordering products
- Progress checks/ Chasing something up
- Requesting – Making offers (offering help etc) – Responding to requests
- Selling/ Advertising (new) products
- Socialising/ Just keeping in touch
- Thanking

Possible topics

- Admin (= administration)/ Documents/ Paperwork
- Auditing/ Being audited
- Compliance
- Conflicts, e.g. between partner companies or different departments
- Contract(s)
- Cooperating/ Working together (joint ventures etc)
- Costs
- Customer feedback/ Market research
- Customer support/ Customer service
- Delivery
- Finance
- HR/ Personnel (staffing/ recruitment, job satisfaction, staff development, training, etc)
- Launch
- (New) laws/ regulations
- Marketing (advertising, sponsorships, etc)
- Payment
- PR (= public relations)/ Media relations
- Products/ services
- Profit (margins)
- Projects (action plans, progress, etc)
- Property/ Premises
- R&D (= research and investment)/ New products/ Innovation
- Reorganisation/ Restructuring/ Downsizing
- Schedules
- Social media
- Tax and social security
- Technology (IT etc)

Other possible things to describe about your emails

- Exchange started by you – Exchange started by the other person

Ask about any things above which you don't understand or particularly want to know how to write. Then together brainstorm some example emails for the most useful functions.

Different kinds of emails needs analysis, presentation and practice

Interview each other in pairs about emailing in your own language and English, finding out as much detail about your partner's needs and experiences as possible and making notes about them below. You don't need to write whole sentences. When your partner gives more than one answer, circle the thing which is most common for him or her.

Name of interviewee (= the person answering the questions):
<u>Receiving</u> emails in their own language (number per day received and read, time spent reading, length, reasons for writing/ purpose/ function/ action needed/ action taken, sender/ from, formality, etc)
Receiving <u>English</u> emails (number per day/ week/ month/ year received and read, time spent reading, length, reasons for writing/ purpose/ function/ action needed/ action taken, sender/ from, formality, etc)
<u>Sending</u> emails in their own language (number per day, time spent writing, length, reasons for writing/ purpose/ function/ action needed/ action taken, addressee/ to, formality, etc)
<u>Sending English</u> emails (number per day/ week/ month, time spent writing, length, reasons for writing/ purpose/ function/ action needed/ action taken, addressee/ to, formality, etc)
Problems with (reading and writing) English emails, and possible solutions

Use the suggested questions, list of possible functions/ actions needed, etc on the next page to help continue your discussion and add more things to the form above and suggest things that your partner could add about you. Things divided by a slash (/) are similar and things divided by a dash (–) are different or opposite.

Suggested interview questions

- Can I check your name?/ Could you tell me your name?
- How many (English/ Japanese) emails do you get/ send (every day)?
- How long do you spend... ing...?
- What kind of emails do you send/ receive?
- Who do you (usually) email?/ Who (usually) emails you?
- What do you have to do?/ What do they want you to do?
- How formal or informal are those emails?/ Are they usually polite or casual?
- Why is... difficult?/ What's difficult about...?/ Do you have any problems with...? Why?
- What can you do about that?/ What's the best way of... (do you think)?

Possible functions of emails

- **Applying** for something (a job, a course, etc)
- Asking for **advice/ feedback/ recommendations** – Giving advice/ feedback
- Asking for contact details/ Asking to put in **contact** with someone
- Asking for **information**/ Enquiries – Answering **questions**/ Giving information
- Asking for **payment**/ Demanding payment
- Asking for **permission** – Giving permission – Refusing permission
- Bookings/ Making **reservations**
- **Changing**/ Rescheduling/ Delaying/ Cancelling
- **Checking**/ Confirming/ Clarifying
- **Correcting** wrong information
- Discussing **documents** (attachments etc)/ Sending documents/ Sending links
- Giving bad **news** – Giving good news
- Giving **directions** (on how to get somewhere, e.g. reaching your office)
- **Group** emails (making **announcements**, **reminder** emails, etc)
- **Instructions**/ Commands/ Demanding action
- **Invitations** (for social events such as drinks, etc) – Replying to invitations
- (Just) **keeping in touch**
- Making **arrangements**/ Scheduling (suggesting/ fixing appointments, meetings, etc)
- Making **complaints**/ Reporting problems – Apologising/ Responding to complaints
- Making **initial contact** (= first contact) with someone who you don't know
- **Negotiating**/ Renegotiating
- **Ordering** products
- **Progress** checks/ Chasing something up
- Requesting – Making **offers** (offering help etc) – Responding to **requests**
- **Selling**/ Advertising (new) products
- **Thanking**

Other useful language for describing emails

- Super formal – Standard business level/ Medium formality – Informal – Very casual
- (Direct) boss/ (Line) manager
- Colleague/ Co-worker/ Workmate
- HQ/ Headquarters/ Head office – Branch (office)
- Subsidiary – Parent company
- Supplier/ Vendor – Client/ Customer
- Applicant/ Candidate

Ask about anything above that you don't understand, don't know the difference between, are wondering how to do in an English email, etc.

Label these emails with different functions/ purposes/ reasons for writing/ actions needed. (You can leave the subject line blank for now).

Email A **Function:** _____ **Subject line:** _____
Dear Ms Gupta

Thank you for the presentation on IT support services that you gave on Tuesday. The information that you gave us will be very useful for our meeting on the topic on Monday.

I'm writing to ask for a little favour. Could you possibly send me a copy of your PowerPoint from the presentation? This is because several of my colleagues who could not attend would like to know more about your ideas before we discuss them next week.

I look forward to hearing from you.

Yours sincerely
Alex Case

Email B **Function:** _____ **Subject line:** _____
Dear Mr. Jones

Thank you for your email asking for information about our consulting services.

In answer to your first question, we offer services to all sizes of business. We can send out a single consultant or up to 100 members of our team to one client, depending on the size of the project.

You also asked us about how quickly we can respond to requests. We can usually find that we can sign a contract within two or three weeks of starting serious discussions with clients, but it is possible to speed this process up even further if negotiations go smoothly.

If you have any further questions, please do not hesitate to contact us. We hope that we can do business together soon.

Best regards
Alex Case (Mr.)

Email C **Function:** _____ **Subject line:** _____
Hi everyone

Hope you all had a good weekend.

This is just a brief reminder of the earlier than usual date for expense claims this month. The deadline for sending your claims to me this month is the 23rd. This is because of the public holidays at the end of the month.

Thanks.

Kind regards
Alex

Email D **Function:** _____ **Subject line:** _____

Dear Ms Sanchez

Thank you for your email about your stay in our hotel.

I was very sorry to hear about your problems with noise from neighbouring rooms. This was because of the university spring break holidays, when unfortunately the guests tend to be rather lively, especially here in Florida. Please rest assured that the hotel is not like this at other times of year.

I have attached a token for one free night's stay in any of our hotels worldwide to make up for your less than ideal stay. I hope that is acceptable with you. We look forward to seeing you again at one of our hotels soon.

Once again, please accept our apologies for any inconvenience caused.

Best regards

Alex Case

Email E **Function:** _____ **Subject line:** _____

Hi Steve

Hope you had a good time in Stockholm.

I'm writing because I'll be in KL the week after next and was hoping you might be available to meet up. I'm free in the afternoon on 14 and 17 January, so please let me know when might be convenient with you.

Looking forward to hearing from you.

Best wishes

Alex

Email F **Function:** _____ **Subject line:** _____

Dear Jane

I'm writing to you about the next series of customer service training workshops, which will take place in September.

I was wondering if this time it might be okay to use the board room. This is because we are planning to video the sessions and so would like a better space in the background of the images and need more natural light.

I hope that's okay.

All the best

Alex

Email G **Function:** _____ **Subject line:** _____

Dear Sir or Madam

I am writing to you in order to ask for information about your new logistics software. My three main questions are below.

First of all, I'd like to ask about your discount policy. Several other suppliers have offered us a discount for new customers, so we were wondering if you might be able to offer the same thing.

My second question is about your after sales service. We'd like to know if it is free as long as we are using the product, or if we have to pay a regular fee for software support.

Lastly, could you tell me how long it will be before the next update to these products? This is because we are very keen not to buy software which will become out of date soon after we buy it.

I look forward to your reply.

Sincerely yours

Alex Case (Mr)

Email H **Function:** _____ **Subject line:** _____

Dear Sir/ Madam,

I am writing to you about your aeronautical components trade fair which we attended at Tokyo Big Site last month. Overall we enjoyed the experience, but unfortunately there were a couple of things which the people who attended agreed could have been improved, which I have described below.

Our first complaint was about the amount of space available in the time out area, which was barely enough to relax in, and certainly wasn't big enough to network in as we had planned. We were also not very that happy with the fact we had to clear our booth before the official closing time of the event, rather than after all the attendees had already left.

Unless these factors are fixed by next year, I'm afraid we have decided we won't attend the same event again. Could you let us know what action is likely to be taken?

I look forward to hearing from you soon.

Best regards,

Alex Case

Email I **Function:** _____ **Subject line:** _____

Dear Ms Cho

I am writing to you about our latest delivery of aluminium brackets, order number GFY13458.

According to our records, this shipment arrived on time on 16 February 2016. Payment was therefore due at the end of that month, but unfortunately we have no record of payment having been made. Could you possibly chase this up for me?

I look forward to hearing from you soon.

Sincerely

Alex Case

Email J **Function:** _____ **Subject line:** _____

Hi Jaime

Thanks for your email. It's great to hear that you can come.

Although our office is only about five minutes from the station it is a little tricky to find, so I thought that I'd explain how to get here. I've also attached a map.

You need to take the JR Yamanote Line (the green circular line) and get off at Osaki Station. Take the New South Exit and turn left straight after the ticket barrier. Follow the other people in the same direction for about two minutes until you enter a large building called Gate City Osaki. Go down the escalators that are straight in front of you and then walk past Starbucks café, still in a straight line. Continue straight on, past the Lawson convenience store, until you exit the doors at the other end of the building.

When you come out of the building, cross the zebra crossing that is in front of you and walk through the small park that is straight ahead. As you come out of the park, turn right and follow the river until you get to some traffic lights. Cross the road that you have been following (meaning that you also cross the river) and you will see our building right in front of you, with a Mini Stop convenience store to its right on the ground floor. Take the main (middle) entrance, go past the lifts, and turn left into the building with our company's display area in it. Please tell the security guard my name, and I'll come and meet you in reception.

If you have any problems finding us, please feel free to phone me on my mobile. Looking forward to seeing you soon.

Best wishes

AI

Email K **Function:** _____ **Subject line:** _____

Dear Sir or Madam

I'm writing to purchase some electrical car parts.

First of all, can you provide us with 4000 of your copper contact points, product number HYG777889? We'd also like to order some power cables, but I'm not sure which are best for our needs this time. Could you possibly advise us on the most suitable product in this case? Please find our specifications attached.

I look forward to hearing from you.

Sincerely yours

Alex Case

Email L **Function:** _____ **Subject line:** _____

Dear Ms Kane

Thanks for your quick reply.

First of all, I'd like to emphasise that we are definitely interested in your product, which we think could suit our purposes well. However, having spoken to my boss about your proposals, there are a few issues which we need to iron out before signing.

Firstly, I'm afraid it will be rather difficult for us to provide all the product information that you asked for before we receive your initial estimate for the cost of the components. This is because the project is both still in a fairly early development stage and is also something that we need to keep under wraps in case our competitors are working on something similar. This means that we would prefer to have a contract based on an initial quote from you now, with any necessary changes being renegotiated at a later date if our needs change.

The second issue is that we need a substantial part of the initial order as soon as possible to help us with R&D. If possible, we'd like at least 5% of the number that we discussed by the end of this month, with the remaining order coming later as we agreed during the last teleconference.

I hope all that is okay with you. I'm looking forward to hearing from you.

Regards

John

Use the mixed functions below to help with writing the functions above. There is one for each email above.

- Answering questions/ Giving information
- Apologising/ Responding to complaints
- Asking for information/ Enquiries
- Asking for payment
- Asking for permission
- Giving directions on how to get somewhere
- Instructions/ Commands/ Demanding action
- Making arrangements
- Making complaints/ Reporting problems
- Negotiating
- Ordering products
- Requesting

Check your answers as a class.

What are the differences between these functions?

- Request and command/ instructions
- Request and asking for permission

Go through the same emails again and write subject lines for each email. You can usually use words from the email and/ or the name of the function to help.

Use the mixed answers under the fold to help with the task above.

-----fold-----

Mixed subject lines

- 2022 Tokyo Aero Trade Show/ Feedback on 2022 Tokyo Aero Trade Show
- Enquiry about your logistics software/ Questions about your logistics software
- Expense claims this month/ Reminder about this month's expense claims
- Meeting up/ Meeting up in KL/ Free to meet?
- Order from ABC Ltd/ Order of electrical car parts
- Payment for order number GFY13458/ Order GFY13458
- Re: Our contract
- Request for presentation materials/ Tuesday's presentation
- Using the board room/ Venue for September workshops
- Your enquiry about our consulting services
- Your feedback on our hotel/ Your stay in our hotel last week
- Your visit here next week/ How to get here

Go through the same emails again and label them as formal, informal or medium formality.

Suggested answers

The answers are given – function – subject line(s) – formality

- Email A – Requesting – Request for presentation materials/ Tuesday's presentation – formal
- Email B – Answering questions/ Giving information – Your enquiry about our consulting services – formal
- Email C – Instructions/ Commands/ Demanding action – Expense claims this month/ Reminder about this month's expense claims – informal
- Email D – Apologising/ Responding to complaint – Your feedback on our hotel/ Your stay in our hotel last week – formal
- Email E – Making arrangements – Meeting up/ Meeting up in KL/ Free to meet? – informal
- Email F – Asking for permission – Using the board room/ Venue for September workshops – medium/ a little informal
- Email G – Asking for information/ Enquiries – Enquiry about your logistics software/ Questions about your logistics software – formal
- Email H – Making complaints/ Reporting problems – 2022 Tokyo Aero Trade Show/ Feedback on 2022 Tokyo Aero Trade Show – formal
- Email I – Asking for payment – Payment for order number GFY13458/ Order GFY13458 – formal
- Email J – Giving directions on how to get somewhere – Your visit here next week/ How to get here – Informal
- Email K – Ordering products/ Bookings/ Applications – Order from ABC Ltd/ Order of electrical car parts – formal
- Email L – Negotiating – Re: Our contract – medium formality

What makes a good subject line? What makes a bad subject line?

What are the differences between formal and informal emails?

Write a typical function, level of formality and subject line for an email that you send in English, will have to send in English, or have to send in your own language if you don't have to email in English. Write that email or say what you would write (as your teacher tells you). Your partner will read or listen, then respond to that email. Continue the exchange as long as is needed, then do the same for your partner's typical email.

Brainstorming stage

First of all without any help, brainstorm language to do each of the functions below.

Opening greetings

Opening lines mentioning the last contact between you

Opening lines with the subject of the email/ reason for writing

Social opening lines/ Friendly opening lines

Closing lines mentioning the next contact between you

Closing lines offering more communication (if needed)

Closing lines for (big) requests

Closing line for instructions/ commands/ orders

Social closing lines/ Friendly closing lines

Closing greetings

Different ways of writing your name at the end of emails

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Requests

Enquiries/ Asking for information

Answering questions/ Giving information

Making arrangements/ Changing arrangements/ (Re)scheduling

Making complaints

Apologising/ Responding to complaints

Instructions/ Commands/ Demanding action

Negotiating

Asking for permission

Look at the model emails for suitable phrases to go above, brainstorm more, then compare your extra phrases as a class or with the big list from page 368.

Roleplay email exchanges starting with one of the functions above, either passing scrap paper back and forth or just saying what you would write in your emails.

Emailing cultural differences and useful phrases

Read the descriptions of emailing in English below and write the name of any other country/ culture which you think is the same next to each line, e.g. "France" next to one of the lines if you think that aspect is also true of French emails. If you don't know any countries/ cultures which are also that way, leave that line blank and move onto the next one. Phrases with "X" are wrong in English emails, so you should think about whether they are also wrong in other languages/ places to write that place name.

Opening and closing emails cultural differences and useful phrases

Opening emails cultural differences and useful phrases

Email opening greetings cultural differences and useful phrases

- Most emails start with a greeting and the person's name ("Dear Mr Smith", "Dear John", "Hi John", etc)
- Opening greetings in formal business emails and informal business emails are very different
- Formal business emails usually start with a greeting plus someone's title and family name ("Dear Ms Parker", not "Dear Parker" X, and not "Dear Ms Jane" X, rarely "Dear Ms Jane Parker", and only "Dear Jane Parker" if you don't know which title to use)
- You can start informal emails with the same words as when you greet someone informally face to face ("Hi John")
- You can start very informal emails with just a friendly greeting and no name ("Hi") or just their first name ("John"), with the former being friendlier than the latter
- We almost never use people's job titles in the opening greeting (so not "Dear my teacher" X, "Dear section manager" X, "Dear CEO" X)
- We never use the name of the division, section, etc in a normal opening greeting (so not "Dear HR department" X)
- We almost always use the same one or two fixed phrases if we don't know someone's name ("Dear Sir or Madam", "Dear Sir/ Madam")
- There are different ways of starting emails to large groups of people ("To: All staff", "Dear all", "Hi everyone", "Hi guys", etc), so you need to think carefully about formality

Email opening lines cultural differences and useful phrases

- You can use the same two or three kinds of opening lines in about 90% of your business emails (similar to "I'm writing to you about...", "Thank you for your email about..." and "Hope you had a good weekend")
- Opening lines with "Thank you" should always be very specific to what that person did ("Thank you for meeting me last week", "Thanks for your quick reply", "Thanks for your help with my presentation PowerPoint", "Thanks for sending me...", etc, so not "Thank you for your continuing support" X, "Thank you for your hard work" X, "Thanks for your help" X)
- It's common to start emails by mentioning the last contact between you ("I was a pleasure to meet you last week", "It was so nice to see you again yesterday", "It was great to speak again on Friday", "Thanks for phoning me last week", "Thanks for your rapid response", "Thanks for getting back to me so quickly", "Thanks for making the time to meet me yesterday")
- It's common to start emails with the topic/ the reason for writing ("I'm writing in order to...", "I am writing to you in connection with...", "I'm writing because...")

- It's fairly common to start emails with a small talk question or other social phrase, often similar to what people say when they meet someone again face to face ("How's it going?", "Hope you had a good weekend")
- We almost never start emails by saying who we are (so not "This is Alex", and not "Dear Mr Smith, My name is Alex Case.")
- When introducing yourself, it is usually best to give the reason for writing before you give your name ("Dear Mr Smith, I'm writing to you about a new product we have just launched which I believe would be perfect for your company. My name is... and...")
- When contacting someone for the first time, it's usually best to say how you got their contact details and/ or why you decided to contact them ("I'm writing because I was told my colleague by Rashid that you were the best person to ask about...")
- We almost never apologise in the opening line, apart from mentioning the lateness of our reply (so "Sorry for my late reply" and "Sorry it took me so long to get back to you" are OK, but not "Sorry to bother you" X, "Sorry for the late delivery last week")

Ending emails cultural differences and useful phrases

Email closing lines cultural differences and useful phrases

- You can use versions of just two or three different closing lines to end around 90% of formal business emails (similar to "I'm looking forward to hearing from you", "If you need any more information, please let me know" and "Thank you in advance")
- People often end emails with an offer of (more) info ("If you have any further questions, please do not hesitate to contact me", "If anything isn't clear, just let me know")
- People often end emails by mentioning the next contact ("I'm looking forward to seeing you then", "Looking forward to hearing from you", "See you on Monday", "I hope we have the chance to meet again soon")
- If you need a quick reply, that should be mentioned in the body of the email, not in the closing line (so not "I look forward to your quick reply" X "I'm looking forward to hearing from you by Friday" X)
- Small requests such as asking for information usually end by just mentioning their reply ("I'm looking forward to hearing from you")
- Formal endings of (big) requests ("Thank you in advance") are different from endings of formal commands/ instructions ("Thank you for your cooperation")
- Informal requests and informal commands/ instructions can end with the same phrases ("Thanks", "Cheers")

Email closing greetings cultural differences and useful phrases

- Formal business closing greetings ("Sincerely yours", "Sincerely", etc) are very different from informal business closing greetings ("Best wishes", "ATB", "Cheers", etc)
- Using a formal closing greeting ("Yours sincerely", "Yours", "Best regards") in an email with someone who you have had a lot of contact with is too unfriendly

Your name at the end of an email cultural differences

- Formal business emails usually end with your full name ("Alex Case")
- Informal business emails usually end with just your first name ("Alex")
- Super-formal business emails can end with initials, family name, and title in brackets ("A. M. Case (Mr)")
- We almost never end emails with just our family names (so not "Case" X)

Body of an email cultural differences

- You can't use the language of commands/ instructions/ orders ("Please send me some information on...", "Would you send me some information on...?", "I'd like you to send me some information on...") for requests ("Can you...?", "Could you...?", "Could you possibly...?", "I'd be grateful if you could...")
- It's usually best to give specific deadlines with reasons ("Can you send it to me by close of business on Thursday? This is because...", so not "Can you do it as soon as possible?", "Could you send it to me as soon as you can?")
- If you say no to an invitation, it is best to give as much detail as possible when you reject their invitation ("I'd love to come, but unfortunately I'm going to New York next week and I'll still be on my way back at that time")
- Formal apologies ("Please accept our apologies for...", "We would like to apologise for...") are quite different from informal apologies ("Sorry about...")
- You need to give specific reasons why something happened when you apologise ("Please accept our apologies for the late delivery of your order. This was because...")
- It's better to use language to make important information stand out ("Please note that...", "NB") rather than bold script, capital letters or punctuation (so not "**Important**" X, "BY FRIDAY" X or "The deadline is Friday!" X)
- It's better to use words and phrases to list things ("My second question is about...", "You also asked us about...") because just numbers or bullet points can seem unfriendly (so not usually "2. Can you tell me...?")

Paragraphing in emails cultural differences

- Each paragraph should have one topic
- If you change topic, you should start a new paragraph
- It's best not to have one-sentence paragraphs
- You can put a blank line between paragraphs
- You can put an indent (= two or three spaces at the beginning of the line) between paragraphs
- We don't usually put both a blank line and an indent between paragraphs
- We don't start a new line with each new sentence
- Email paragraphs look exactly the same as report paragraphs or essay paragraphs – not like a poem or the words of a song

Discuss any above which you are not sure about in your country/ culture, are not sure the reasons for in English, etc.

Brainstorming stage

Without looking above for now, brainstorm useful phrases into each of the gaps below. Phrases which aren't above are also okay as long as they match the tip they are given with.

Opening and closing emails cultural differences and useful phrases

Opening emails cultural differences and useful phrases

Email opening greetings cultural differences and useful phrases

Formal business emails usually start with a greeting plus someone's title and family name
You can start informal emails with the same words as when you greet someone informally face to face

You can start very informal emails with just a friendly greeting and no name or just their first name, with the former being friendlier than the latter

We almost always use the same one or two fixed phrases if we don't know someone's name

There are different ways of starting emails to large groups of people, so you need to think carefully about formality

Email opening lines cultural differences and useful phrases

You can use the same two or three kinds of opening lines in about 90% of your business emails

Opening lines with "Thank you" should always be very specific to what that person did (so not "Thank you for your continuing support" X, "Thank you for your hard work" X, "Thanks for your help" X)

It's common to start emails by mentioning the last contact between you

It's common to start emails with the topic/ the reason for writing

It's fairly common to start emails with a small talk question or other social phrase, often similar to what people say when they meet someone again face to face

When introducing yourself, it is usually best to give the reason for writing before you give your name

When contacting someone for the first time, it's usually best to say how you got their contact details and/ or why you decided to contact them

We almost never apologise in the opening line, apart from mentioning the lateness of our reply (so not "Sorry to bother you" X, "Sorry for the late delivery last week")

Ending emails cultural differences and useful phrases

Email closing lines cultural differences and useful phrases

You can use versions of just two or three different closing lines to end around 90% of formal business emails

People often end emails with an offer of (more) info

People often end emails by mentioning the next contact

Small requests such as asking for information usually end by just mentioning their reply

Formal endings of (big) requests are very different from endings of formal commands/ instructions ("Thank you for your cooperation")

Informal requests and informal commands/ instructions can end with the same phrases

Email closing greetings cultural differences and useful phrases

Formal business closing greetings are very different from informal business closing greetings

Your name at the end of an email cultural differences

Formal business emails usually end with your full name

Informal business emails usually end with just your first name

Super-formal business emails can end with initials, family name, and title in brackets

Body of an email cultural differences

You can't use the language of commands/ instructions/ orders ("Please send me some information on...", "Would you send me some information on...?", "I'd like you to send me some information on...") for requests

It's usually best to give specific deadlines with reasons

If you say no to an invitation, it is best to give as much detail as possible when you reject their invitation

Formal apologies are quite different from informal apologies ("Sorry about...")

You need to give specific reasons why something happened when you apologise

It's better to use language to make important information stand out rather than bold script, capital letters or punctuation (so not "**Important**" X, "BY FRIDAY" X or "The deadline is Friday!" X)

It's better to use words and phrases to list things because just numbers or bullet points can seem unfriendly (so not usually "2. Can you tell me...?")

Check above. Many other phrases are possible, so please check if you wrote something different.

Business emails tips and useful phrases

Cross off any tips below which are usually bad ideas in English emails.

Email opening greetings tips and useful phrases

1. You should usually write “Dear Mr/ Ms + full name” if you know the person’s name but you’ve had no contact before.
2. An informal, friendly email should have no greeting or just a name.
3. An informal, friendly email should start with “Hi”, maybe with their name.
4. Use “Dear” plus a description of someone’s position if you don’t know their name (“Dear CEO”, “Dear teacher” etc).
5. Use “Dear Sir or Madam” or “Dear Sir/ Madam” when you don’t know someone’s name.
6. Use “Dear Sir or Madam” for very formal emails, even if you know someone’s name.
7. Use “Dear Madam” when you know you’re emailing a woman but don’t know her name.
8. You can start emails to groups of people with “To: All...”, “Dear all”, “Hi everyone” or “Hi guys”, depending on the level of formality.
9. You can use “To” instead of “Dear” with people’s names (“To John” etc)
10. You can use a comma after both the opening greeting and closing greeting.
11. You can use no comma after both the opening greeting and closing greeting.

Email opening lines tips and useful phrases

12. You should usually open an email with your own name (“This is Alex”, “My name is Alex Case and I...”, etc).
13. If possible, it’s best to start an email with mention of your previous contact (“Thank you for your letter last week”, “Thanks for meeting me yesterday”, “Thanks for speaking to me on Skype at such short notice on Friday”, “Long time no see!”, “It was so nice to see you again on Tuesday”, etc).
14. With people you know, it’s often nice to start with a friendly, social opening line such as a small talk question (“How’s it going?”, “Hope you are well”, etc).
15. The best friendly “How...?” question is “How are you?”
16. It’s best to be as casual and/ or specific as possible in any social opening line (“How was your trip to Canada?”, “How’s it going?”, “How was the big presentation?”, etc)
17. Especially if there hasn’t been recent previous contact, it is common to start emails with the topic (“I’m writing to you about/ in connection with/ with regards to/ regarding/ because/ to/ in order to...”)
18. Opening lines are usually just one or two sentences, then you should start the body of the email with a new paragraph.

The body of emails tips and useful phrases

19. You should avoid one-sentence paragraphs in the body of the email.
20. A new paragraph means a new topic.
21. It is modern style to leave a blank line between paragraphs.
22. In traditional-style emails and letters, you put an indent at the beginning of new paragraphs (= a few spaces before you start the first word of the new paragraph).
23. It is best to put both an indent and a blank line between paragraphs.
24. Start each sentence of the paragraph on a new line (like a poem or song lyrics).
25. It’s common to refer to information elsewhere in the email (“Please see... below”, “Please find... attached”, etc).
26. Use “Please+ verb”, “Would you...?” or “I’d like you to...” for requests/ asking for help.

27. Use “Can...?”, “Could... (possibly)...?”, “I would be grateful if you could...”, etc for requests/ asking for help.
28. It’s more polite to use vague hurrying up phrases like “ASAP or “as soon as you can” than to write specific deadlines like “by (close of business on) Friday because...”
29. You can highlight important information with brackets (), triangular brackets (<>), exclamation marks (!), multiple exclamation marks (!!!), or CAPITAL LETTERS.
30. You should highlight important information with expressions like “Please note that...” and “NB...”

Formality in emails tips and useful phrases

31. Abbreviations like “asap”, “at the mo”, “CU on Monday”, “info”, “btw”, “Thx”, “BR”, “BW” and “ATB”, are so common in business that they can be used in any kind of email nowadays, including formal requests and complaints.
32. Latin abbreviations like “e.g.”, “i.e.”, “NB”, “a.m.”, “p.m.”, “PS” and “etc.” can be used in all kinds of emails, including formal ones.

Ending business emails tips and useful phrases

Email closing lines tips and useful phrases

33. Use “Thank you for your cooperation” to end most business emails.
34. Use “Thank you for your cooperation” for requests such as asking them to send you a document.
35. Only use “Thank you for cooperation” for commands/ instructions, usually only group emails on what everyone has to do.
36. Use “Thanks” to thank people (again) for their help.
37. It’s good to mention the next contact between you in your final line (“I’m looking forward to hearing from you”, “Looking forward to seeing you soon”, “See you then”, etc)
38. Finish with “I expect your quick reply” and “I’m waiting for your reply” when you need a quick answer.
39. Use a phrase starting with “If...” if there might be a reply but you don’t necessarily need one (“If you need any further information, please do not hesitate to contact me”, “If you have any more questions, please contact me”, “If you need any more info, just let me know”, etc)

Email closing greetings tips and useful phrases

40. Use “Thanks and regards” to finish most of your business emails.
41. End more informal business emails with friendlier closing greetings like “All the best” and “Best wishes”
42. It’s alright to use only your automatic email signature to end an email without writing a different closing greeting and your name first.

Putting your name at the end of emails tips and useful phrases

43. In most business emails, we sign off with just our family name (“Tanaka” etc)
44. In formal emails, it’s useful to give your title (Mr, Ms, etc) in brackets after your name.

Check as a class or with the answer key below. If the tips are bad, make sure you know what you should do instead.

Suggested answers

with the bad tips underlined

Email opening greetings tips and useful phrases

1. You should usually write “Dear Mr/ Ms + full name” if you know the person’s name but you’ve had no contact before.
2. An informal, friendly email should have no greeting or just a name.
3. An informal, friendly email should start with “Hi”, maybe with their name.
4. Use “Dear” plus a description of someone’s position if you don’t know their name (“Dear CEO”, “Dear teacher” etc).
5. Use “Dear Sir or Madam” or “Dear Sir/ Madam” when you don’t know someone’s name.
6. Use “Dear Sir or Madam” for very formal emails, even if you know someone’s name.
7. Use “Dear Madam” when you know you’re emailing a woman but don’t know her name.
8. You can start emails to groups of people with “To: All...”, “Dear all”, “Hi everyone” or “Hi guys”, depending on the level of formality.
9. You can use “To” instead of “Dear” with people’s names (“To John” etc)
10. You can use a comma after both the opening greeting and closing greeting.
11. You can use no comma after both the opening greeting and closing greeting.

Email opening lines tips and useful phrases

12. You should usually open an email with your own name (“This is Alex”, “My name is Alex Case and I...”, etc).
13. If possible, it’s best to start an email with mention of your previous contact (“Thank you for your letter last week”, “Thanks for meeting me yesterday”, “Thanks for speaking to me on Skype at such short notice on Friday”, “Long time no see!”, “It was so nice to see you again on Tuesday”, etc).
14. With people you know, it’s often nice to start with a friendly, social opening line such as a small talk question (“How’s it going?”, “Hope you are well”, etc).
15. The best friendly “How...?” question is “How are you?”
16. It’s best to be as casual and/ or specific as possible in any social opening line (“How was your trip to Canada?”, “How’s it going?”, “How was the big presentation?”, etc)
17. Especially if there hasn’t been recent previous contact, it is common to start emails with the topic (“I’m writing to you about/ in connection with/ with regards to/ regarding/ because/ to/ in order to...”)
18. Opening lines are usually just one or two sentences, then you should start the body of the email with a new paragraph.

The body of emails tips and useful phrases

19. You should avoid one-sentence paragraphs in the body of the email.
20. A new paragraph means a new topic.
21. It is modern style to leave a blank line between paragraphs.
22. In traditional-style emails and letters, you put an indent at the beginning of new paragraphs (= a few spaces before you start the first word of the new paragraph).
23. It is best to put both an indent and a blank line between paragraphs.
24. Start each sentence of the paragraph on a new line (like a poem or song lyrics).
25. It’s common to refer to information elsewhere in the email (“Please see... below”, “Please find... attached”, etc).
26. Use “Please+ verb”, “Would you...?” or “I’d like you to...” for requests/ asking for help.

27. Use “Can...?”, “Could... (possibly)...?”, “I would be grateful if you could...”, etc for requests/ asking for help.
28. It’s more polite to use vague hurrying up phrases like “ASAP or “as soon as you can” than to write specific deadlines like “by (close of business on) Friday because...”
29. You can highlight important information with brackets (), triangular brackets (<>), exclamation marks (!), multiple exclamation marks (!!!), or CAPITAL LETTERS.
30. You should highlight important information with expressions like “Please note that...” and “NB...”

Formality in emails tips and useful phrases

31. Abbreviations like “asap”, “at the mo”, “CU on Monday”, “info”, “btw”, “Thx”, “BR”, “BW” and “ATB”, are so common in business that they can be used in any kind of email nowadays, including formal requests and complaints.
32. Latin abbreviations like “e.g.”, “i.e.”, “NB”, “a.m.”, “p.m.”, “PS” and “etc.” can be used in all kinds of emails, including formal ones.

Ending business emails tips and useful phrases

Email closing lines tips and useful phrases

33. Use “Thank you for your cooperation” to end most business emails.
34. Use “Thank you for your cooperation” for requests such as asking them to send you a document.
35. Only use “Thank you for cooperation” for commands/ instructions, usually only group emails on what everyone has to do.
36. Use “Thanks” to thank people (again) for their (previous) help.
37. It’s good to mention the next contact between you in your final line (“I’m looking forward to hearing from you”, “Looking forward to seeing you soon”, “See you then”, etc)
38. Finish with “I expect your quick reply” and “I’m waiting for your reply” when you need a quick answer.
39. Use a phrase starting with “If...” if there might be a reply but you don’t necessarily need one (“If you need any further information, please do not hesitate to contact me”, “If you have any more questions, please contact me”, “If you need any more info, just let me know”, etc)

Email closing greetings tips and useful phrases

40. Use “Thanks and regards” to finish most of your business emails.
41. End more informal business emails with friendlier closing greetings like “All the best” and “Best wishes”
42. It’s alright to use only your automatic email signature to end an email without writing a different closing greeting and your name first.

Putting your name at the end of emails tips and useful phrases

43. In most business emails, we sign off with just our family name (“Tanaka” etc)
44. In formal emails, it’s useful to give your title (Mr, Ms, etc) in brackets after your name.

Are there any cultural differences above (i.e. things which would be different in emails written in your own language)?

First of all without looking above, brainstorm suitable phrases into the gaps below.

Starting emails

Email opening greetings

Email opening lines

Phrases for the body of emails (requests, giving deadlines, highlighting important information, abbreviations, etc)

Ending emails

Email closing lines

Email closing greetings

Your name at the end of emails

Check above, making sure you haven't written the bad things, brainstorm more, then compare your extra phrases as a class or with the big list from page 368.

Emailing line by line brainstorming

Work in groups of two or three. Look at the email below that your teacher tells you to (perhaps a different one from other groups), but cover all but the description of the email at the top, using a book or a piece of paper to hide the rest of the page (or changing the rest of the text to white if it's on a computer). Brainstorm possible opening greetings for that kind of email, and choose the best. Move your paper down so that you can see the hint, and brainstorm again if you had the wrong idea of what is coming next. Check the opening greeting in the next box and compare it to what you brainstormed. Brainstorm what you think is coming next, only looking at the hint and then the phrase(s) after you brainstorm. Continue line by line down the whole email, only revealing after you have guessed what is coming next each time. Then do the same for another email.

Ask about any phrases which you don't understand, phrases which you are not sure how to use, different phrases which you brainstormed, etc.

Choose a kind of email and take turns brainstorming its content line by line, making sure that your line follows the previous line that your partner said in terms of formality, logic, situation, etc. Start with suggestions from here, then do the same with your ideas, e.g. English emails that you really have to send.

Emails in these brainstorming texts

- Job application cover letter (no previous contact between you)
- A hotel replying to a complaint from someone who was a guest
- Request to a colleague who you know well
- Changing a meeting with a foreign colleague

Variations on those emails

- Job application cover letter (after previous contact between you)
- A hotel replying to a complaint from someone who tried to book on their website
- Request to a colleague who you don't know well
- Fixing a meeting with a foreign customer

Other kinds of emails

- Asking for advice/ feedback/ recommendations – Giving advice/ feedback
- Asking for contact details/ Asking to put in contact with someone
- Asking for information/ Enquiries – Answering questions/ Giving information
- Asking for payment/ Demanding payment
- Asking for permission – Giving permission – Refusing permission
- Bookings/ Making reservations
- Checking/ Confirming/ Clarifying
- Discussing documents (attachments etc)/ Sending documents/ Sending links
- Giving bad news – Giving good news
- Giving directions (on how to get somewhere, e.g. reaching your office)
- Negotiating
- Ordering products
- Progress checks/ Chasing something up
- Requesting – Making offers (offering help etc) – Responding to requests

Email 1 – Job application cover letter (with no previous contact between you)

Opening line when you don't know someone's name

Dear Sir or Madam

Opening lines with the topic of your email and mentioning attachments

I am writing in order to apply for the position of sales representative which was advertised in last week's edition of The Sales Professional. Please find my CV attached.

The first main body paragraph, with reasons why you want this job

I am particularly interested in this position because my hobby is sailing vintage boats and so this role would be a unique opportunity to combine my work experience and outside interests. I am also excited by the possibility of moving to Tokyo as I have been studying Japanese language and culture since the age of 19.

The second main body paragraph, with reasons why you're the best person for the job

In addition to my knowledge of this product area and the twelve years of relevant work experience shown in my CV, I am an enthusiastic and creative team player who brought about several major changes in my previous department which I think would be very useful in your company. I also have experience in other areas such as HR, something which I think would be very valuable in a small and rapidly growing company like yours.

Closing lines mentioning future contact

I am available for interview at any time and for employment from the middle of next month. I look forward to hearing from you.

Closing greeting and name

Sincerely yours
A.M. Case (Mr)

Email 2 – A hotel replying to a complaint from someone who was a guest

Opening greeting with the person's name
Dear Mr Jones,
Opening line mentioning the last contact between you
Thank you for your letter about your stay in our hotels last month.
The first main body paragraph, with apologies/ sympathetic language and reasons
I was very sorry to hear about your problems with the swimming facilities. This was due to quality issues with the water supply in Tunisia, something which was a national problem at that time.
The second main body paragraph, mentioning future actions
Although the Tunisian authorities have assured it that it cannot happen again, we are presently installing a special filter system just in case. We therefore hope that this trouble will not dissuade you from continuing to use our services, and we are very happy to offer you a discount of 50% on your next stay if you do decide to stay with us again.
Closing line checking that the actions are okay and mentioning future contact
I hope that is acceptable with you. We look forward to welcoming you to our hotels again soon.
Closing greeting and name
Best regards, Alex Case (Mr)

Email 3 – Request to a colleague who you know well

Opening greeting with the person's name
Hi John
Friendly opening line
Congrats on the Seagulls winning promotion to the Premiership. Hope you didn't drink too much on Sunday night!
The main body paragraph with the request, reason(s) and deadline(s)
I'm writing with a favour which I hope you can do for me. Could you possibly give me a hand with my presentation next week? I'm having real problems with the latest version of PowerPoint and can't work out how to do the animation, and Harriet said you were the best person to ask. The presentation is on Tuesday next week, so it would be great if we could meet up for half an hour or so in the next couple of days.
Closing line for a (big) request
Cheers
Closing greeting
All the best
Name
Alex

Email 4 – Changing a meeting with a foreign colleague

Opening greeting with the person's name
Dear John
Friendly opening line
Hope you had a good weekend.
The first main body paragraph, mentioning the meeting and announcing that a change is needed (with specific reasons)
I'm writing about our meeting the week after next. I'm really sorry, but I've just found out that we have to have the induction sessions for new recruits on that day, so I'll be giving a training session at that time now.
The second main body paragraph, suggesting other times
If possible, I'd like to meet instead on Monday morning of the following week (26 Sept). I'm free all morning, so just pick any time that you are free. I'm flying to the UK on 27 Sept, but any time from the week after that is also fine.
Closing line apologising again and mentioning the next contact
Sorry about that. Looking forward to hearing from you.
Closing greeting and name
Regards Alex

Opening and closing emails section

Starting and ending emails simplest responses game

Listen to your teacher read out phrases from emails without looking at the worksheet and lift one of the two cards that you are given depending on what you think about where each phrase is used.

Label the sections below with S for starting/ opening or E for ending/ closing. The ones in each section are the same as each other, so if you aren't sure about one sentence, you can look at the one above or below. Your teacher will tell you which pages to look at/ which two or three levels to classify.

Check as a class.

Test each other on the same phrases in small groups:

- Play the same holding up cards game
- Choose one phrase from the worksheet, say what position it goes in, then read out the phrase with a missing word for your partner to complete
- Choose "opening greeting", "opening line", "closing line" or "closing greeting" and help your partner brainstorm as many suitable phrases as they can for that position in an email

Before and/ or after testing each other, write as many suitable phrases as you can in the brainstorming stage. Depending on which levels you looked at before, you might not have seen phrases with some of the functions yet.

Look at the mixed phrases for help, brainstorm more suitable phrases, then compare your extra phrases as a class or with the list of phrases from page 368.

Level 1

Dear Mr Case
Hi John

To: All sales staff
Dear all

If you need any more information, please contact me.
If you have any questions, please contact me.

I'm looking forward to hearing from you.
I'm looking forward to hearing from you soon.
I'm looking forward to seeing you.

I'm writing to you about...
I'm writing because...
I'm writing to...

Alex Case
A. Case

How was your trip to...?
Hope you had a good weekend.

Best regards
Kind regards
Yours

Thank you for your email.
Thanks for your quick reply.

Best wishes
All the best

Level 2

Dear Dr Jones
Dear Professor Smith

Hi everyone
Hi guys

How's it going?
How are you doing?
How are things?

Sorry for my late reply.
I'm sorry for not replying sooner.

See you on Monday.
See you then.

Thanks for meeting me yesterday.
It was great to see you yesterday.
Thanks for your questions about...

Dear Alex
Hi

I look forward to hearing from you.
I look forward to hearing from you soon.

I am writing in order to...
I am writing to you because...
About...,...

If you need any more information, please feel free to contact me.
If you have any more questions, please feel free to contact me.

A.M. Case
A.M. Case (Mr)

Sincerely yours
Yours sincerely
Sincerely

Regards
Best

Level 3

Thanks for your hospitality last week.
Thanks for helping me with...

It was so nice to see you again...
It was great to hear from you.

Thanks again.
Thanks again for sending...

Long time no see.
How's... going?

I hope that is okay.
I hope that is okay with you.

If you need any more info, just let me know.
If you have any further questions, please contact me.

I am writing to you regarding...
Regarding...
Re:...

Looking forward to hearing from you.
Looking forward to hearing from you soon.
I hope we have the chance to meet again soon.

Thank you in advance.
Thanks.

Lots of love
XXX

Thank you for your understanding.
Thank you for your patience.

BR
ATB
BW

Dear Sir/ Madam
Dear Sir or Madam

Level 4

Sorry to write again so quickly, but...
Sorry to bother you again, but...

Sorry, in my last email I forgot to...
Sorry for the short notice, but...

Thank you for finding the time to meet me...
It was a pleasure to meet you...

Thanks for getting back to me so quickly.
Wow! That was quick!

Was so thrilled to get your mail.
Just got your message about...
As promised/ As we discussed,...

What's up?
How's life?

CU (then).
Can't wait to see you again!

Love
Hugs and kisses

Sorry it's taken me so long to get back to you.
This is just a quick note to say...

If you require any further information, please do not hesitate to contact me.
If you have any more questions, just let me know.

I am writing to you concerning/ with regards to/ in connection with...
I am writing due to...

Hope that's okay.
Sound okay?

Any feedback you can give me on this would be gratefully accepted.
Any help at all would be much appreciated.

Thanks a lot.
Cheers.

Take care.
Bye for now.

Level 5

Just a few comments on...
Just a bit of feedback on...

Thank you once again for taking the time to inform us about...
Cheers for...

Any help you can give me with this would be very much appreciated.
Any assistance that you can offer would be gratefully accepted.

Once again, please accept our sincerest apologies for any inconvenience caused.
I hope that is acceptable with you.

Any more questions, just drop me a line.
Should you require any further information, please do not hesitate to contact me.

Sorry to write to you out of the blue, but...
Just found out about...

Sorry, this is yet another email about...
There's no rush on this, but...

To whom it may concern
Hello again

Yours faithfully
XOXO

How's it hanging?
How's life treating you?

With reference to your email of...
I have to... in a minute but I thought I'd better let you know...
I am writing to you on behalf of...

Any assistance you are able to give me in this matter would be greatly appreciated.
Thanks a million.
Ta.

I know this is asking a bit much, but...
I'm getting ahead of myself a bit with this, but...

Don't be a stranger!
Write soon!

All the best with...
Look after yourself.

Cards to hold up

Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending
Starting	Ending

Brainstorming stage

First with no help, write as many suitable phrases as you can in the gaps below.

Depending on what levels you looked at, you might not have seen phrases with some of the functions below, so your teacher will tell you if you should skip those sections or try anyway.

Email opening greetings

Opening greetings to one person

Opening greetings to more than one person

Email opening lines

Opening lines mentioning the last contact between you

Opening lines with the subject of the email/ reason for writing

Social opening lines/ Friendly opening lines

Closing lines when you need a reply

Closing lines offering more communication/ help (if needed)

Other closing lines mentioning the next contact between you

Closing lines for (big) requests

Closing lines for instructions/ commands/ orders

Closing lines with apologies/ Closing lines when responding to complaints

Social closing lines/ Friendly closing lines

Other closing lines

Closing greetings

Formal and informal email opening and closing phrases jigsaw

Instructions for teachers

Cut the worksheets into individual cards, one set per group of two to four students. If you want to give them names of the columns and rows (e.g. “Opening greeting To one person”) out later as clues, keep those as a separate set of cards for each group.

First get the groups of students to match the cards with no help, then give them more hints like those below to keep the groups who have finished busy checking and to help the slower groups.

After they check their answers, there are practice ideas at the bottom below.

Instructions for students

Put all the cards that you are given together with other cards that have the same function/ meaning/ use.

Hint 1: There are three of each function/ meaning/ use (i.e. each card matches two others).

Hint 2: There should be one (very) formal card, one medium-formality card and one (very) informal card in each set of three.

Hint 3: There are two sets of opening greetings, six sets of opening lines, seven sets of closing lines, one set of closing greetings, and one set of names at the end of the email.

Hint 4: Ones with the same function are the same size as each other.

Hint 5: Use the headings to check the meanings of and sizes of the cards.

Check your answers with the answer key or as a class.

Test each other in pairs or small groups:

- Read out sentences and see if your partner can work out the level of formality
- Read out sentences and see if your partner can work out the position in an email and level of formality
- Read out formal and informal sentences and see if your partner can make the medium level ones between them
- Read out sentences and help your partner make sentences with a different level of formality but the same function

Choose one of the cards and work together to make up a whole email using that phrase, making sure you have the right level of formality throughout.

Make up full emails including suitable starting and ending phrases (saying what you would write instead of writing anything) and see if your partner can come up with a suitable reply at the same level of formality (also orally).

Cards to cut up/ Suggested answers

	Very formal (e.g. job applications and legal-sounding complaints)	Standard/ Neutral/ Medium-level formality/ Everyday business level	(Very) informal/ friendly/ casual
Opening greeting To one person	Dear Sir or Madam Dear Professor Jones Dear Dr Jones Dear Mr Jones Dear Ms Jones	Dear Professor Jones Dear Dr Jones Dear Mr Jones Dear Ms Jones Dear John	Hi John John Hi Hi! (<i>nothing</i>)
To more than one person	To: All sales staff	Dear all	Hi guys Hi
Opening line Subject/ Topic	I am writing to you in connection with/ with regards to/ concerning/ regarding...	I'm writing to you about... I'm writing about...	Re:... Writing about... About...
Topic with verb	I am writing to you in order to...	I'm writing to...	Writing to...
Last contact	Thank you for your email, which I received yesterday.	Thanks for your email yesterday.	Just got your mail. Was so lovely to hear from you!
After a reply	Thank you very much for your prompt/ rapid reply.	Thanks for your quick reply.	Wow! That was quick!
General social question	I hope this email finds you well.	I hope you are well. How are you?	How's it going? How's life? How are things? How are you doing?
Specific social question	I hope you had a good weekend.	Hope you had a good weekend. How was your weekend?	Good weekend?
Starting a short mail	I don't have long to write, but I thought that you should know that...	Just a quick note to say...	A real quick one 'bout...

Closing line Reply!	I look forward to hearing from you soon.	I'm looking forward to hearing from you soon.	Write soon!
Offer more info	If you require any further information, please do not hesitate to contact me (at any time).	If you need any more information, please let me know/ please (feel free to) contact me.	Just drop me a line if you need more info.
Offer more answers	If you have any further questions, please do not hesitate to contact me (at any time).	If you have any more questions, please contact me	Any more questions, just ask.
End a (big) request	Thank you in advance. Any assistance you could give me in this matter would be greatly appreciated.	Thanks in advance. Thanks. Thanks a lot.	Thx! Cheers. Cheers!
Mention next contact	I look forward to seeing you then.	See you then.	CU on Mon./ Can't wait to see you again!
Check if OK	I hope that is acceptable with you.	I hope that's okay. Hope that's okay.	Sound OK?
Apology (again)	Once again, please accept our sincerest apologies for any inconvenience that might have been caused (by this issue).	Again, please accept my apologies for any inconvenience caused. Sorry about (all) that.	Sorry 'bout that. Sorry!!
Closing greeting	Sincerely yours Sincerely Best regards	Best regards Yours All the best Best wishes	BW Lots of love Hugs and kisses XXX XOXO
Name at the end	A.M. Case (Mr)	Alex Alex Case Alex Case (Mr)	A (nothing)

Without looking above, fill the blanks below with the right formality.

	Very formal (e.g. job applications and legal-sounding complaints)	Standard/ Neutral/ Medium-level formality/ Everyday business	(Very) informal/ Friendly/ Casual
Opening greeting To one person	Dear Sir or Madam Dear Professor Jones Dear Dr Jones Dear Mr Jones Dear Ms Jones	Dear Professor Jones Dear Dr Jones Dear Mr Jones Dear Ms Jones Dear John	
To more than one person	To: All sales staff		Hi guys Hi
Opening line Subject/ Topic		I'm writing to you about... I'm writing about...	Re:... Writing about... About...
Topic with verb	I am writing to you in order to...		Writing to...
Last contact	Thank you for your email, which I received yesterday.	Thanks for your email yesterday.	
After a reply	Thank you very much for your prompt/ rapid reply.		Wow! That was quick!
General social question	I hope this email finds you well.	I hope you are well. How are you?	
Specific social question	I hope you had a good weekend.		Good weekend?
Starting a short mail	I don't have long to write, but I thought that you should know that...		A real quick one 'bout...

Closing line Reply!	I look forward to hearing from you soon.		Write soon!
Offer more info	If you require any further information, please do not hesitate to contact me (at any time).		Just drop me a line if you need more info.
Offer more answers		If you have any more questions, please contact me	Any more questions, just ask.
End a request	Thank you in advance. Any assistance you could give me in this matter would be greatly appreciated.	Thanks in advance. Thanks. Thanks a lot.	
Mention next contact		See you then.	CU on Mon./ Can't wait to see you again!
Check if OK	I hope that is acceptable with you.		Sound OK?
Apology (again)		Again, please accept my apologies for any inconvenience caused. Sorry about (all) that.	Sorry 'bout that. Sorry!!
Closing greeting		Best regards Yours All the best Best wishes	BW Lots of love Hugs and kisses XXX XOXO
Name at the end	A.M. Case (Mr)		A (nothing)

Use the key words below to help with the task above.

- Alex
- all
- cheers
- concerning
- connection
- doing
- forward
- further
- FYI
- going
- got
- hesitate
- hi
- how
- I'm
- issue
- let
- life
- looking
- lovely
- might
- need
- note
- okay
- regarding
- regards
- regards
- sincerely
- sincerest
- things
- thx
- was

Key words for starting and ending emails list dictation

Listen to your teacher read out one list of typical emailing phrases with the same word missing from and guess what the word is that should go in all of them, but not until you are sure. If your guess is wrong, you have to wait until everyone else has guessed before you can guess again.

Play the same game in groups, with one person reading out examples with the same word missing until someone else guesses what word it is. The other people can only guess once per hint. Start with the most difficult examples each time. If the missing word is guessed correctly after only a few hints, you can go back to the same section later.

Test each other in the opposite way, saying a key word and helping your partner to brainstorm suitable phrases.

Use the key words below to help with the brainstorming task below.

any	as	best
dear	from	have
hi	hope	how
if	just	quick
look	meet	please
regards	see	sincere
soon	sorry	thank
thanks	to	with
was	writing	yours

Look at the lists to help with the brainstorming task, brainstorm more, then compare as a class or with the list from page 368.

Use the key words above as you roleplay email exchanges.

- **Any** – If you need any more information please contact me, If you require any further information please do not hesitate to contact me (at any time), If you have any more questions just let me know, In the meantime if you need any more information please feel free to email me, If you need any more info just let me know, Please phone at any time if you need..., Please get in touch if you need any (more) help with this, Any help you can offer me with this would be greatly appreciated, Any feedback you can give me on this would be gratefully accepted, Any assistance you could give me in this matter would be greatly appreciated, Any help at all would be much appreciated, Once again please accept our apologies for any inconvenience caused
- **As** – As promised I'm writing to..., As we discussed I'm sending you..., As you can imagine this email is about..., As I said really sorry about all that
- **Best** – All the best with..., Best of luck with..., Please give John my best regards, All the best, Best regards, Best wishes, Best
- **Dear** – Dear Mr Jones, Dear Professor Smith, Dear Ms Patel, Dear all, Dear Sir or Madam, Dear Sir/ Madam, Dear John
- **From** – It was great to hear from you, Hope you've recovered from..., I look forward to hearing from you soon, Looking forward to hearing from you, Say "Hi" to John from me
- **Have** – Hope you have recovered from..., If you have any more questions please contact me, If you have any further questions please do not hesitate to contact me, Have a good evening, Hope you have a good weekend, Hope you have the chance to enjoy the nice weather, Hope we have the chance to meet again soon
- **Hi** – Hi everyone, Hi guys, Hi Steve, Hi, Hi guys and gals, Say "Hi" to John from me
- **Hope** – Hope you had a good weekend, I hope you had a good trip to..., I hope you are well, I hope you and your family are well, I hope this email finds you well, I hope that you are enjoying..., I hope that you weren't affected too much by..., Hope you have recovered from..., I hope we have the chance to meet again soon, I hope we have the opportunity to meet again soon, Hope you can come, I hope that is acceptable with you, Hope that is okay, Hope that helps, Hope that is clearer now, I hope that answers all your questions
- **How** – How's it going?, How are things?, How are you doing?, How was your weekend?, How was your trip to...?
- **If** – Please let me know if that is acceptable with you, Please let me know if that sounds okay, If you need any more information please contact me, If you require any further information please do not hesitate to contact me (at any time), If you have any questions please let me know, If you have any more questions just let me know, In the meantime if you need any more information please feel free to email me, If you need any more info just let me know, If that's not enough info just drop me a line, Please phone my mobile if you get lost, Please phone at any time if you need..., Please get in touch if you need any (more) help with this
- **Just** – I just got your message about..., Just read your email about..., I just got your request for..., Just a quick note to say that..., Just an update on..., I just heard about..., If you need any more info just let me know, If that's not enough info just drop me a line
- **Quick** – Thanks for your quick reply, Just a quick note to say..., Just a quick update on..., Wow, that was quick, Sorry not to reply more quickly, but...

- **Look** – I'm looking forward to hearing from you, Looking forward to hearing from you soon, I look forward to your reply, Look forward to hearing what you think, Looking forward to seeing you soon, I look forward to meeting you then, I look forward to doing business with you again soon
- **Meet** – It was a pleasure to meet you last week, I hope we have the chance to meet again soon, I hope we have the opportunity to meet again soon.
- **Please** – Please let me know if that is acceptable with you, Please let me know if that sounds okay, Please let me know what you think, Please let me know if you need to reschedule, Please let me know when might be a good time, If you need any more information please contact me, If you require any further information please do not hesitate to contact me (at any time), If you have any questions please let me know, In the meantime if you need any more information please feel free to email me, Please phone my mobile if you get lost, Please phone at any time if you need..., Please get in touch if you need any (more) help with this
- **Regards** – Best regards, Kind regards, Regards
- **See** – Long time so see, It was lovely to see you again on Sunday, See you then, See you on Monday, See you, Can't wait to see you again!
- **Sincere** – Once again, please accept our sincerest apologies for any inconvenience caused, Yours sincerely, Sincerely yours, Sincerely
- **Soon** – I look forward to hearing from you soon, Write soon!, Speak to you soon, I hope we have the opportunity to meet again soon, I look forward to doing business with you again soon
- **Sorry** – Sorry for my late reply, Sorry if took me so long to get back to you, Sorry I couldn't make the meeting on Friday, Sorry I missed your party, Sorry to write out of the blue but..., Sorry to bother you again so soon but..., Sorry for the short notice but..., Sorry this is (yet) another email about..., I was sorry to hear about..., Sorry for the delay, (As I said) really sorry about all that, Sorry I couldn't be more help
- **Thank** – Thank you for your interest in..., Thank you for informing us about..., Thank you for your phone call this morning, Thank you so much for your hospitality last week, Thank you for finding the time to meet me last week, Thanks again, Thanks again for..., Thank you in advance
- **Thanks** – Thanks for your quick reply, Thanks for your email, Thanks for getting back to me so quickly, Thanks for contacting me about..., Thanks, Thanks again, Thanks a lot, Thanks for your patience, Thanks for your understanding
- **To** – To: All staff, To: All members of the HR team, I look forward to hearing from you soon, Send my love to John, Say "Hi" to John from me, Please send my (best) regards to John
- **With** – All the best with..., Best of luck with..., Good luck with...,
- **Was** – It was so nice to see you (again) (on Monday), It was a pleasure to meet you last week, It was great to hear from you, It was such a nice surprise to see your email in my inbox this morning, It was so nice to get your email yesterday, Was lovely to see you again last week.
- **Writing** – Thanks for writing to me about..., I'm writing to you about..., Writing about..., I am writing to you in connection with..., I am writing to you in order to..., I am writing to you on behalf of..., ... suggested writing to you about...
- **Yours** – Yours faithfully, Yours sincerely, Sincerely yours, Yours

Brainstorming stage

First with no help, write as many suitable phrases as you can in each of the gaps below.

Email opening greetings

Opening greetings to one person

Opening greetings to more than one person

Email opening lines

Opening lines mentioning the last contact between you

Opening lines with the subject of the email/ reason for writing

Social opening lines/ Friendly opening lines

Closing lines talking about the next contact between you
Closing lines when you need a reply

Closing lines offering more communication/ help (if needed)

Other closing lines mentioning the next contact between you

Closing lines for (big) requests

Closing lines for instructions/ commands/ orders

Closing lines with apologies/ Closing lines when responding to complaints

Social closing lines/ Friendly closing lines

Other closing lines

Closing greetings

Find and correct the typical opening and closing email mistakes

Work together in small groups to find and correct one opening or closing mistake in each email below. There are no problems with the body of the emails, but you will need to read the whole email to check if the opening and closing match the rest of the email.

Email A

Hi Graham

Hope you had a good summer holiday back in your country. It must be terrible to come back to the humidity here in Tokyo!

I'm writing about the next class. Do you know what room it is in?

If you have any more questions, just me know.

Best wishes

Hisami

Email B

Dear Professor Greene,

Thank you for your email about the introduction to the media facilities for new staff.

You asked about bringing post-doc students to the talk. I'm afraid that is not possible because they are not technically staff. However, there will be a similar talk for TAs the following week which they could join.

In answer to your question about using a recording device during the talk, that is of course fine due to no confidential information being given during the talk. Please ask the staff there on the day if you would like them to find a good place for the device.

I'm looking forward to hearing from you.

Best regards,

Alex Case

Email C

Dear Prof. Jones

My name is Harumi Sato. Thank you for meeting me last week. I was wondering if you could give me some more details on the search function that you explained.

My first question is whether it is possible to find suitable books and journals with just one search. I seem to remember you saying that, but I'm afraid I didn't write it down, so I just wanted to check if that is right.

I also wanted to know about the cost of the system. You mentioned that it was cheaper than competing systems, but I'd be interested in hearing whether that includes maintenance costs.

I'm looking forward to hearing from you.

Yours

Harumi Sato

Email D

Dear John

This is Natsumi Tanaka. Thanks for your email asking for my details for my visit to your university next month.

About my passport, the number is 203144 and it runs until the end of September 2028. I also have the required number of blank pages still available, meaning over ten.

As for your question about my other plans while I am in Boston, to be honest I don't really have any! If you have any suggestions, that would be great.

Please let me know if you need any more information. Looking forward to seeing you.

Regards

Natsumi

Email E

Dear Sir or Madam

Thank you for your email asking about employment in our libraries.

I regret to inform you that King University does not accept unsolicited job applications. Applications are accepted for jobs as they are advertised. The list of jobs currently available is updated weekly at http://www.kinguni.ac.jp/work_for_us.

We look forward to receiving your application when a suitable position becomes available. In the meantime, if you need any further information, please do not hesitate to contact me.

Yours sincerely

Alex Case
Head of Recruitment
King University Information Services

Email F

Dear Mr Alex

Thanks for your lesson on Tuesday about opening and closing emails. I have already managed to use what I learned in that lesson in my work.

I'm writing to ask about the homework. I understood that it was writing an example email, but two other students have told me that we should do page 73 in the book and then check our own answers. Could you possibly confirm which one we have to do?

I'm looking forward to hearing from you.

Best wishes

Junichi

Email G

Hi John

How's it going? I saw in the newspaper yesterday that the cherry blossom there in Washington is in full bloom. I hope you have had time to enjoy it.

I'm writing to ask for some information about the conference in February. We are definitely planning to attend, so wanted to start planning ahead.

First of all, can you tell me something about getting a booth in the public area? We'd particularly like to know when we might have to apply by, as we haven't decided whether we need one this year or not yet.

The other question we had is about parking near the venue. This is because we are planning to hire a van for everyone to move about in. However, it would depend on the availability of parking spaces.

Looking forward to your reply.

Yours sincerely

Haru

Email H

Dear Ms. Jane Roberts,

Thank you for your enquiry about our media services.

Before answering your questions, could I confirm exactly what it is you want to know? For example, you asked about using the study areas in the library, but I'm not sure what purposes you have in mind. I was also wondering what relationship the people involved would have with Empire University. If you could give me some more details, I will do my best to answer your questions as soon as I can.

I look forward to hearing from you soon.

Sincerely yours,

Alex Case
Alex Case (Mr.)
Media Services Clerk
Mita Media Centre
Empire University

Email I

Dear Tom

Thanks for talking to me on Skype yesterday. I have passed on your tips to my colleagues and I hear that they have already found them to be very useful.

On the same topic, could you possibly send me a copy of the PowerPoint of the presentation that you said you have given? The reason why I ask is that one of my colleagues would like to put together a presentation on the same topic to give to other departments, so a model PPT would be very useful.

Thank you for your cooperation.

All the best

Taro

Email J

Dear Kevin

Hope you had a good weekend.

I'm writing about a little problem that you might be able to help me with. Our new Technical Support and Maintenance Assistant is having real problems understanding the troubleshooting procedure. She says that she read all of the information that you provided before you changed departments, but she was here to 2 a.m. this morning trying to sort out a fairly basic problem and is getting increasingly stressed.

I know this is no longer your responsibility, but could you do me a great favour and meet with her face to face for a couple of hours this week to talk her through the whole system? It really would be a great help if you could spare the time.

Thanks.

BR

Suzuki

Email K

Hi John

Thanks for your mail.

That's no problem. I'll start on it straightaway and bring it with me to Friday's meeting.

Thanks and regards

Alex Case (Mr)

Head of International Liaisons

Prince University

24, University Street

Minato Ward

Tokyo, 120 1344

Email L

To whom it may concern:

I am writing to you concerning subscriptions to your journals.

We are considering subscribing to your journals but we'd like some information about rights first. In particular, could you inform us about how much of a single journal our students would be allowed to print? We also have a question about what percentage of one journal professors would be allowed to make copies of for entire classes of students.

I look forward to hearing from you.

Sincerely,

A.M. Case (Mr)

Head of Purchasing

Department of Information Management

Northtown University
-----fold or cover-----

Mixed problems with the emails

Hint 1 – The problems above are:

- An opening greeting that is not correct in English X 2
- An unnecessary and rare first opening line X 1
- An unnecessary and very rare first opening line X 1
- Bad use of the automatic email signature function X 1
- The wrong kind of closing line X 3
- The wrong kind of opening greeting X 1
- The wrong kind of opening greeting (and a very rare one) X 1
- The wrong level of formality of closing greeting X 1
- A way of signing off with your name that English speakers very rarely use X 1

If you can't complete the task with just these hints, look on the next page for a description of the problem with each (not mixed up).

Problems email by email

Email A: The wrong kind of closing line

Email B: The wrong kind of closing line

Email C: An unnecessary and rare first opening line

Email D: An unnecessary and very rare first opening line

Email E: The wrong kind of opening greeting

Email F: An opening greeting that is not correct in English

Email G: The wrong level of formality of closing greeting

Email H: An opening greeting that is not correct in English

Email I: The wrong kind of closing line

Email J: A way of signing off with your name that English speakers very rarely use

Email K: Bad use of the automatic email signature function

Email L: The wrong kind of opening greeting (and a very rare one)

Check your answers as a class or with the answer key. Other corrections may be possible, so please check if you wrote something different.

Write suitable subject lines for each of the emails.

Decide if each email is formal, informal or medium-formality.

Test each other on the language:

- Read out the email with one line missing for your partner to complete
- Read just the subject line that you wrote, the opening greeting and the opening line, and see if your partner can complete the email
- Read out the whole corrected email and see if your partner can say a suitable response email in that situation (with the same level of formality)
- Choose one of the opening and closing lines from the emails above, say another email including it, and see if your partner can reply
- Roleplay email exchanges on the same topics (future arrangements, venues, introductory talks, enquiries, foreign trips, job applications, tasks, following up meetings/ presentations, handing over to new staff, suppliers/ vendors, etc – with no help if you can)

Suggested answers

Many other changes are possible, so please check if you made different changes.

Corrected Email A

Hi Graham

Hope you had a good summer holiday back in your country. It must be terrible to come back to the humidity here in Tokyo!

I'm writing about the next class. Do you know what room it is in?

Looking forward to hearing from you.

Best wishes

Hisami

Corrected Email B

Dear Professor Greene,

Thank you for your email about the introduction to the media facilities for new staff.

You asked about bringing post-doc students to the talk. I'm afraid that is not possible because they are not technically staff. However, there will be a similar talk for TAs the following week which they could join.

In answer to your question about using a recording device during the talk, that is of course fine due to no confidential information being given during the talk. Please ask the staff there on the day if you would like them to find a good place for the device.

If you need any further information, just let me know.

Best regards,

Alex Case

Corrected Email C

Dear Prof. Jones

Thank you for meeting me last week. I was wondering if you could give me some more details on the search function that you explained.

My first question is whether it is possible to find suitable books and journals with just one search. I seem to remember you saying that, but I'm afraid I didn't write it down, so I just wanted to check if that is right.

I also wanted to know about the cost of the system. You mentioned that it was cheaper than competing systems, but I'd be interested in hearing whether that includes maintenance costs.

I'm looking forward to hearing from you.

Yours

Harumi Sato

Corrected Email D

Dear John

Thanks for your email asking for my details for my visit to your university next month.

About my passport, the number is 203144 and it runs until the end of September 2028. I also have the required number of blank pages still available, meaning over ten.

As for your question about my other plans while I am in Boston, to be honest I don't really have any! If you have any suggestions, that would be great.

Please let me know if you need any more information. Looking forward to seeing you.

Regards

Natsumi

Corrected Email E

Dear Ms Smith

Thank you for your email asking about employment in our libraries.

I regret to inform you that King University does not accept unsolicited job applications. Applications are accepted for jobs as they are advertised. The list of jobs currently available is updated weekly at http://www.kinguni.ac.jp/work_for_us.

We look forward to receiving your application when a suitable position becomes available. In the meantime, if you need any further information, please do not hesitate to contact me.

Yours sincerely

Alex Case
Head of Recruitment
King University Information Services

Corrected Email F

Dear Alex

Thanks for your lesson on Tuesday about opening and closing emails. I have already managed to use what I learned in that lesson in my work.

I'm writing to ask about the homework. I understood that it was writing an example email, but two other students have told me that we should do page 73 in the book and then check our own answers. Could you possibly confirm which one we have to do?

I'm looking forward to hearing from you.

Best wishes

Junichi

Corrected Email G

Hi John

How's it going? I saw in the newspaper yesterday that the cherry blossom there in Washington is in full bloom. I hope you have had time to enjoy it.

I'm writing to ask for some information about the conference in February. We are definitely planning to attend, so wanted to start planning ahead.

First of all, can you tell me something about getting a booth in the public area? We'd particularly like to know when we might have to apply by, as we haven't decided whether we need one this year or not yet.

The other question we had is about parking near the venue. This is because we are planning to hire a van for everyone to move about in. However, it would depend on the availability of parking spaces.

Looking forward to your reply.

All the best

Haru

Corrected Email H

Dear Ms. Roberts,

Thank you for your enquiry about our media services.

Before answering your questions, could I confirm exactly what it is you want to know? For example, you asked about using the study areas in the library, but I'm not sure what purposes you have in mind. I was also wondering what relationship the people involved would have with Empire University. If you could give me some more details, I will do my best to answer your questions as soon as I can.

I look forward to hearing from you soon.

Sincerely yours,

Alex Case
Alex Case (Mr.)
Media Services Clerk
Mita Media Centre
Empire University

Corrected Email I

Dear Tom

Thanks for talking to me on Skype yesterday. I have passed on your tips to my colleagues and I hear that they have already found them to be very useful.

On the same topic, could you possibly send me a copy of the PowerPoint of the presentation that you said you have given? The reason why I ask is that one of my colleagues would like to put together a presentation on the same topic to give to other departments, so a model PPT would be very useful.

Thanks

All the best

Taro

Corrected Email J

Dear Kevin

Hope you had a good weekend.

I'm writing about a little problem that you might be able to help me with. Our new Technical Support and Maintenance Assistant is having real problems understanding the troubleshooting procedure. She says that she read all of the information that you provided before you changed departments, but she was here to 2 a.m. this morning trying to sort out a fairly basic problem and is getting increasingly stressed.

I know this is no longer your responsibility, but could you do me a great favour and meet with her face to face for a couple of hours this week to talk her through the whole system? It really would be a great help if you could spare the time.

Thanks.

BR

Taro

Corrected Email K

Hi John

Thanks for your mail.

That's no problem. I'll start on it straightaway and bring it with me to Friday's meeting.

See you then.

ATB

Alex

.....

Alex Case (Mr)
Head of International Liaisons
Prince University
24, University Street
Minato Ward
Tokyo
120 1344

Corrected email L

Dear Sir or Madam:

I am writing to you concerning subscriptions to your journals.

We are considering subscribing to your journals but we'd like some information about rights first. In particular, could you inform us about how much of a single journal our students would be allowed to print? We also have a question about what percentage of one journal professors would be allowed to make copies of for entire classes of students.

I look forward to hearing from you.

Sincerely,

A.M. Case (Mr)
Head of Purchasing
Department of Information Management
Northtown University

Brainstorming stage

Without looking above, brainstorm at least two suitable phrases for each of the categories below. Phrases which aren't above are also fine as long as they match those functions and are suitable for English emails. Some phrases can go in more than one category.

Starting emails

Opening greetings

Opening lines mentioning the last contact between you

Opening lines with the subject of the email

Social opening lines/ Friendly opening lines

Closing emails

Closing line talking about the next contact between you

Closing lines for (big) requests

Closing greetings

Your name at the end of an email

Body of the email

Requests

Enquiries/ Asking for information

Answering questions/ Giving information

Starting body paragraphs (changing topic, etc)

Look at the emails for examples, brainstorm more, then compare your extra ideas as a class or with the list of phrases from page 368.

Add closing lines to the emails

Work together to put at least one suitable closing line into each of the gaps below, making sure each closing line matches the rest of the email in both level of formality and the kind of email that it is (a suitable ending for a request if the email is a request, etc).

Email A

Dear Sir or Madam

I am writing to you about photos of your campus.

I am writing a story about famous universities in your country for Study Abroad Magazine here in New Zealand, and found some photos on your website that would be perfect for the article. I was wondering if it would be possible to use the attached pictures in our publication. If so, could you possibly tell me the name of the photographers who took these images?

Sincerely yours

Alex Case (Mr)

Email B

Dear Mr Jones,

Thank you for your enquiry about using our library.

You will be pleased to hear that access is available to foreign academics staying in Japan, as long as you have proof of accreditation from your university back in Australia. Please find details on how to register attached.

Best regards,

Alex Case

Email C

Hi John

Thanks for your email. It was great to hear from you again.

I'd love to go to a Japanese-style pub with you while I'm in Tokyo. How about Wednesday?

Best wishes

Jane

Email D

Dear Fred

Thanks for your email about the English Debating Society.

I'm sorry to tell you that since a change in policy in 2021, information on student clubs can no longer be hosted on the university website or the university intranet. Instead, most societies just set up their own websites or use social media such as Facebook.

Regards

Alex

Email E

Dear Professor Smith

Thank you for your email about the end of term tests.

We were very sorry to hear about the printing problems that occurred with the end of term exam papers. Unfortunately, this means that you cannot use the marks obtained from these papers. For that reason, in this kind of case we generally have to make the students' grade from just their marks from their homework and attendance during the term.

Yours

Alex Case

Email F

Hi everyone

Hope you all had a good Xmas break.

I'm writing to remind you all about the changes in security from the beginning of this year. From now on, please remember to wear your security badge at all times when you are on campus, including in your own offices. Also, if you lose your card, would you please inform the security office as soon as you can?

All the best

Alex

Mixed answers – line by line

All the lines below can go in the gaps above. Some gaps have more than one option below, and some phrases below can go in more than one place above.

- I hope that is acceptable with you.
- I look forward to hearing from you.
- If you have any more questions, please contact me.
- If you have any questions about this policy, please let me know.
- If you need any further information, please do not hesitate to contact me.
- If you need any other help, please let me know.
- Looking forward to hearing from you.
- Looking forward to seeing you.
- Please accept our apologies for any inconvenience caused.
- Please let us know if that is acceptable with you.
- Sorry about that.
- Thank you for your cooperation.
- Thank you for your understanding.
- Thank you in advance.
- Thanks.

Look under the fold below for more help or to start checking your answers.

-----fold or cover-----

Mixed answers – by section

There is one line below for each gap above. Make sure that the phrases that you have written above exactly match one of these, and add any missing phrases.

- Thanks./ Thank you for your cooperation./ If you have any questions about this policy, please let me know.
- Looking forward to hearing from you./ Looking forward to seeing you.
- I look forward to hearing from you./ Thank you in advance.
- Please accept our apologies for any inconvenience caused./ I hope that is acceptable with you./ Please let us know if that is acceptable with you.
- If you need any further information, please do not hesitate to contact me./ If you have any more questions, please contact me.
- Sorry about that./ If you need any other help, please let me know./ Thank you for your understanding.

Suggested answers

Email A

Dear Sir or Madam

I am writing to you about photos of your campus.

I am writing a story about famous universities in your country for Study Abroad Magazine here in New Zealand, and found some photos on your website that would be perfect for the article. I was wondering if it would be possible to use the attached pictures in our publication. If so, could you possibly tell me the name of the photographers who took these images?

I look forward to hearing from you/ Thank you in advance.

Sincerely yours

Alex Case (Mr)

Email B

Dear Mr Jones,

Thank you for your enquiry about using our library.

You will be pleased to hear that access is available to foreign academics staying in Japan, as long as you have proof of accreditation from your university back in Australia. Please find details on how to register attached.

If you need any further information, please do not hesitate to contact me./ If you have any more questions, please contact me.

Best regards,

Alex Case

Email C

Hi John

Thanks for your email. It was great to hear from you again.

I'd love to go to a Japanese-style pub with you while I'm in Tokyo. How about Wednesday?

Looking forward to hearing from you./ Looking forward to seeing you.

Best wishes

Jane

Email D

Dear Fred

Thanks for your email about the English Debating Society.

I'm sorry to tell you that since a change in policy in 2013, information on student clubs can no longer be hosted on the university website or the university intranet. Instead, most societies just set up their own websites or use social media such as Facebook.

Sorry about that./ If you need any other help, please let me know./ Thank you for your understanding.

Regards

Alex

Email E

Dear Professor Smith

Thank you for your email about the end of term tests.

We were very sorry to hear about the printing problems that occurred with the end of term exam papers. Unfortunately this means that you cannot use the marks obtained from these papers. For that reason, in this kind of case we generally have to make the students' grade from just their marks from their homework and attendance during the term.

Please accept our apologies for any inconvenience caused./ I hope that is acceptable with you./ Please let us know if that is acceptable with you.

Yours

Alex Case

Email F

Hi everyone

Hope you all had a good Xmas break.

I'm writing to remind you all about the changes in security from the beginning of this year. From now on, please remember to wear your security badge at all times when you are on campus, including in your own offices. Also, if you lose your card, would you please inform the security office as soon as you can?

Thanks./ Thank you for your cooperation./ If you have any questions about this policy, please let me know.

All the best

Alex

Brainstorming stage

Without looking above for now, write suitable closing lines for each of these kinds of emails. Closing lines which aren't above may also be suitable.

Closing lines for emails apologising/ emails responding to complaints

Closing lines for email enquiries/ email requests/ emails asking for permission

Closing lines for emails giving info/ positive answers to enquiries and requests

Closing lines for email invitations/ emails making arrangements/ emails fixing meetings

Closing lines for negative email replies/ emails giving bad news

Closing lines for emails with instructions/ emails with commands/ emails demanding action

Look at the mixed answers for ideas.

Match the original emails to these functions and put the closing lines from those emails in the correct places above, also adding other similar phrases if you can.

Suggested functions for each function

Apologising/ Responding to complaints

Email E closing lines – Please accept our apologies for any inconvenience caused./ I hope that is acceptable with you. / Please let us know if that is acceptable with you.

Other possible closing lines – Sorry for any trouble caused./ Sorry about that./ Hope that's okay.

Body:

Enquiries/ Requests/ Asking for permission

Email A closing lines – I look forward to hearing from you/ Thank you in advance.

Other possible closing lines – Looking forward to hearing from you./ I'm looking forward to hearing from you./ Thanks./ Cheers.

Body:

Giving information/ Positive answers to enquiries and requests

Email B closing lines – If you need any further information, please do not hesitate to contact me./ If you have any more questions, please contact me.

Other possible closing lines – If you have any further questions, please contact me./ If you need any more information, please let me know./ Any more questions, just let me know./ If you need any more info, just drop me a line.

Body:

Inviting/ Making arrangements/ Fixing meetings

Email C closing lines – Looking forward to hearing from you./ Looking forward to seeing you.

Other possible closing lines – See you then./ Hope you can come./ I'm looking forward to hearing from you./ Please let me know if you can come./ If another time would be more convenient, please let me know./ Please do ask me again if you do the same thing another time.

Body:

Negative replies/ Giving bad news

Email D closing lines – Sorry about that./ If you need any other help, please let me know./ Thank you for your understanding.

Other possible closing lines – Sorry we couldn't be more help./ We would like to apologise in advance for any inconvenience caused./ If we can help you in any other way, please let us know.

Body:

Instructions/ Commands/ Demanding action

Email F closing lines – Thanks./ Thank you for your cooperation./ If you have any questions about this policy, please let me know.

Other possible closing lines – Cheers.

Body:

First of all without looking at the emails, write phrases for the body of each kind of email in the gaps given above.

Language for the body of different kinds of emails

Without looking at the model emails for now, write any of these phrases from the body of emails which you didn't think of in the correct places above.

Could you possibly...?/ I was wondering if you could...?/ I would be very grateful if you could.../ Would it be possible for me to...?/ I was wondering if it would be possible to...

How about...?/ We'd like to invite you to.../ I'm afraid I can't make.../ Are you free...?/ I'd be very happy to meet... if you are available then./ I'd love to...? Unfortunately I have to... with... at that time. What about...?

Please + verb/ Please don't forget to.../ Please make sure that you.../ Please remember to.../ Would you...?/ You are required to.../ All staff must...

We are delighted to be able to tell you that.../ In answer to your first question,.../ You also asked us about.../ You will be pleased to hear that.../ Please find the information that you asked for attached.

We regret to inform you that.../ I'm afraid.../ Sorry but.../ Unfortunately,.../ Due to university policy,.../ I'm sorry to tell you that...

We would like to apologise for.../ Please accept our apologies for.../ We were very sorry to hear about your problems with...

Look back at the original emails to help check your answers. Most of the phrases above are not in the original emails, but at least one in each section is.

Check your answers as a class.

Work in groups of two or three. Use as many of the phrases above as you can while you roleplay email exchanges. You get one point for each phrase that you use which no one else has used before, but only if your partners agree that it matches the email that you are writing and the email that you are replying to.

Opening emails longer phrases card games

Instructions for teachers

*Cut up one set of cards per group of two to four students, with the cards in bold kept in a different pack. Students match up just the phrases not in bold to make short basic opening emails phrases, add the cards in **bold** to the middle to check and extend the phrases, then check with an un-cut-up copy of the worksheet or as a class.*

Cards to cut up/ Suggested answers

Opening lines talking about the last contact between you

Thank you for your email	yesterday/ this morning	about/ in connection with/ regarding/ with regards to...
Thanks for meeting	with	me on Monday/ me last week.
Thanks for your	quick/ rapid/ prompt	reply.
Thanks	a million/ so much/ a lot	for your help (last week) (with...)
It was great to see you	again	on Monday/ yesterday.
It was a/ It was my	great	pleasure to meet you last week.
It was	so	lovely to see you again last week.
I	just	read your email about...
Sorry	that	it's been so long since I wrote/ I was last in touch.

Opening lines with the subject of the email/ reason for writing

I'm writing	to you	about/ (in order) to/ because / concerning/ regarding
Sorry to write	totally	out of the blue, but...

Sorry, in my	last/ previous	email I forgot to...
As	I	promised, I'm writing...
As	we	discussed, I'm writing...
Just some	more/ additional	info on...
Sorry, (this is)	yet	another email about...
There is	absolutely	no rush on this, but...
I'm not sure if you are the	right	person to ask, but...
I have to go to a meeting	in a minute	but I thought I'd better let you know that...

Social opening lines/ Friendly opening lines

How are you	all/ and your family/ and...	doing?
I hope you	and your family	are well.
I hope you are enjoying the	lovely/ spring/ warm	weather.
(I) hope you had a good	summer/ winter/ Xmas/ Easter	holiday/ vacation.

Without looking above, write the missing word or words in the gaps below. Many words not above are also possible.

Opening lines talking about the last contact between you

Thank you for your email	yesterday/ this morning	
	with	me on Monday/ me last week.
Thanks for your	quick/ rapid/ prompt	
	a million/ so much/ a lot	for your help (last week) (with...)
It was great to see you	again	
It was a/ It was my		pleasure to meet you last week.
	so	lovely to see you again last week.
I		read your email about...
	that	it's been so long since I wrote/ I was last in touch.

Opening lines with the subject of the email/ reason for writing

I'm writing		about/ (in order) to/ because / concerning/ regarding
Sorry to write		out of the blue, but...
Sorry, in my		email I forgot to...
As	I	

	we	discussed, I'm writing...
Just some		info on...
	yet	another email about...
	absolutely	no rush on this, but...
I'm not sure if you are the	right	
I have to go to a meeting		but I thought I'd better let you know that...

Social opening lines/ Friendly opening lines

How are you	all/ and your family/ and...	
I hope you	and your family	are well.
I hope you are enjoying the		weather.
(I) hope you had a good	summer/ winter/ Xmas/ Easter	

Check above. Other answers are possible, so please check if you wrote something different.

Test each other on the phrases:

- Read out a phrase with one part missing for your partner to complete
- Read out just one card for your partner to make a phrase out of
- Say the name of one of the headings and help your partner make suitable phrases
- Deal out the cards and try to use those words during email exchanges

Email closing lines longer phrases card games

Instructions for teachers

Cut up one set of cards per group of two to four students, with the cards in bold kept in a different pack. Students match up just the phrases not in bold to make short basic opening emails phrases, add the cards in **bold** to the middle to check and extend the phrases, then check with an un-cut-up copy of the worksheet or as a class.

Cards to cut up/ Suggested answers

Email closing lines talking about the next contact between you

I look forward to	receiving	your application/ your input.
If you need any	more/ further	help/ information, please let me know.
If you have any (more/ further) questions, please	do not hesitate to	contact me.
Please phone me	on my mobile/ at any time	if you get lost/ if you have any trouble with...
Please get in touch if you need	any	more help with this.
If anything	about that	isn't clear, just drop me a line.
I look forward to seeing you	both/ all/ again	then/ on Monday/ next week.
Hope/ I hope we have the chance to meet	again	soon.

Closing lines for (big) requests

Any help you can offer (me) with this would be	greatly	appreciated.
Any feedback you can give	me/ on this	would be gratefully accepted.

Closing lines with apologies/ Closing lines when responding to complaints

Thank you	very much/ again	for your understanding/ for your patience.
(Once again,) please accept our	sincerest	apologies for any inconvenience caused.
Sorry	that	this is taking so long to sort out/ I couldn't be more help.

Social closing lines/ Friendly closing lines

Hope you/ I hope you	have the chance to	enjoy the holiday/ the cherry blossom/ the nice weather.
Please send my	best	regards to John.
Say "Hi" to John	and Jane	from me.

Other closing lines

(I) hope that answers	all	your questions.
(I) hope that is	a bit/ at least a bit	clearer now.
I hope that is some	kind of	help.

Without looking above, write the missing word or words in the gaps below. Many words not above are also possible.

Email closing lines talking about the next contact between you

	receiving	your application/ your input.
If you need any		help/ information, please let me know.
If you have any (more/ further) questions, please	do not hesitate to	
	on my mobile/ at any time	if you get lost/ if you have any trouble with...
Please get in touch if you need		more help with this.
	about that	isn't clear, just drop me a line.
I look forward to seeing you		then/ on Monday/ next week.
(I) hope we have the chance to meet		soon.

Closing lines for (big) requests

Any help you can offer (me) with this would be	greatly	
Any feedback you can give	me/ on this	

Closing lines with apologies/ Closing lines when responding to complaints

	very much/ again	for your understanding/ for your patience.
(Once again,) please accept our		apologies for any inconvenience caused.
	that	this is taking so long to sort out/ I couldn't be more help.

Social closing lines/ Friendly closing lines

(I) hope you	have the chance to	enjoy the holiday/ the cherry blossom/ the nice weather.
Please send my		regards to John.
Say "Hi" to John	and Jane	

Other closing lines

(I) hope that answers		your questions.
	a bit/ at least a bit	clearer now.
I hope that is some	kind of	

Check above. Other answers are possible, so please check if you wrote something different.

Test each other on the phrases:

- Read out a phrase with one part missing for your partner to complete
- Read out just one card for your partner to make a phrase out of
- Say the name of one of the headings and help your partner make suitable phrases
- Deal out the cards and try to use those words during email exchanges

Email opening and closing the same or different

Listen to two or more opening or closing email phrases and raise one of the two cards which you were given depending on what you think about their meanings. If there are more than two, they are all the same or all different (not two the same and one different). Don't think about formality, but raise the "Different" card for even small differences in meaning.

Label the lines below with S for the same or D for different (based on their meanings).

Opening emails the same or different

1. Dear Sir or Madam/ To whom it may concern
2. Thank you for your email yesterday./ Thanks for your email yesterday.
3. Thank you for writing back to me so quickly./ Thanks for your quick reply.
4. This is Alex from the UK Council./ My name is Alex Case and I work for the UK Council.
5. I hope you are well./ How are you?/ How's it going?/ How are things?/ How's life?
6. How are you?/ Are you okay?
7. I hope you weren't (too) affected by the recent.../ I hope you are okay./ Are you okay?
8. This is just a quick note to say.../ I have to go to a meeting in a minute but I thought I'd better let you know...
9. I am writing to you in connection with.../ I am writing to you about.../ I am writing to you regarding.../ I am writing to you with regards to.../ Regarding.../ Re:.../ About...
10. I am writing to you in order to.../ I am writing to you to...
11. It was a pleasure to meet you yesterday./ Thanks for making the time to see me yesterday./ Thanks for taking the time to meet with me yesterday.
12. Long time no see./ Sorry it's taken me so long to reply to your email.
13. I'm sorry it's taken me so long to reply to your email./ Sorry for my late reply.
14. Sorry for my late reply./ Sorry I haven't been in touch.

Closing emails the same or different

15. I look forward to hearing from you./ I'm looking forward to hearing from you./ Looking forward to hearing from you.
16. I look forward to hearing from you./ I look forward to hearing from you soon./ I look forward to your reply.
17. I look forward to hearing from you soon./ I look forward to your quick reply.
18. I look forward to hearing from you soon./ I expect to hear from you soon.
19. I'm looking forward to hearing from you./ I am waiting for your reply.
20. I look forward to hearing from you./ I look forward to seeing you.
21. Thanks./ Thanks in advance./ Cheers.
22. Thanks in advance./ Thanks again.
23. Thank you for your cooperation./ Thanks in advance.
24. If you require any further information, please do not hesitate to contact me./ If you have any more questions, please let me know.
25. If you require any further information, please do not hesitate to contact me./ If you need to know anything else, just let me know./ If you need any more info, just drop me a line.
26. Any feedback you can give me on this would be gratefully accepted./ If you have any further questions, please contact me at any time.

Check as a class, then find differences in formality in the ones with the same meaning.

Cards to hold up

The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different

Brainstorming starting emails phrases

First of all without any help, brainstorm at least two phrases into each of the categories below, with different levels of formality if possible.

Email opening greetings

Opening greetings to one person

Opening greetings to more than one person

Email opening lines

Opening line mentioning the last contact between you

Opening line with the subject of the email/ reason for writing

Social opening line/ Friendly opening line

Perhaps after using the key words below to help, check as a class or with the list of phrases from page 368.

Key words for starting emails activities

Use these words to help with brainstorming suitable phrases and/ or in emailing phrases as you roleplay email exchanges, discarding the cards or crossing off the words as you use them. They can all be used for more than one different phrase.

Key words for email opening greetings (to one person or more than one person)

dear	hi	to	sir
------	----	----	-----

Key words for email opening lines

Key words for opening lines mentioning the last contact between you

thank(s)	sorry	meet/ see	just
----------	-------	-----------	------

Key words for opening lines with the subject of the email/ reason for writing

writing	just	but	as
---------	------	-----	----

Key words for social opening lines/ friendly opening lines

hope	how	hear(d)	busy
------	-----	---------	------

Combined and mixed key words for starting emails

as	busy	but	dear
hear(d)	hi	hope	how
just	just	meet/ see	sir
sorry	thank(s)	to	writing

Ask about any words which you couldn't use at least twice and/ or compare your phrases to the big list from page 368.

Brainstorming ending emails phrases

First of all without any help, brainstorm at least two phrases into each category below, with different formality if possible.

Email closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

Closing lines offering more communication/ more help (if needed)

Other closing lines mentioning the next contact between you

Closing lines for (big) requests

Closing lines with apologies/ Closing lines when responding to complaints

Social closing lines/ Friendly closing lines

Other email closing lines

Email closing greetings

Name at the end of the email

Perhaps after using the key words below to help, check as a class or with the list of phrases from page 368.

Key words for ending emails activities

Use these words to help with brainstorming suitable phrases and/ or in emailing phrases as you roleplay email exchanges, discarding the cards or crossing off the words as you use them. Almost all can be used for at least two different phrases.

Key words for email closing lines

Closing lines talking about the next contact between you (when you need a reply, offering more help if needed, etc)

look(ing)	know	please	if
see/ meet	hope	speak	!

Closing lines for (big) requests

thank(s)	cheers	any	would
----------	--------	-----	-------

Closing lines with apologies/ Closing lines when responding to complaints

hope	apology/ise/ies	thank(s)	sorry
------	-----------------	----------	-------

Social closing lines/ Friendly closing lines

have	hope	with	my/ me
------	------	------	--------

Other email closing lines

thank(s)	help(s)	hope	okay
----------	---------	------	------

Email closing greetings

best	yours	regards	X
------	-------	---------	---

Combined and mixed key words for ending emails

!	any	apology/ise/ies	best
cheers	have	help(s)	hope
hope	hope	hope	if
know	look(ing)	my/ me	okay
please	regards	see/ meet	sorry
speak	thank(s)	thank(s)	thank(s)
with	would	X	yours

Ask about any which you couldn't use in at least two different phrases and/ or compare with the big list from page 368.

Body of the email section

Formal and informal phrases for the body of an email jigsaw card games

Instructions for teachers

Cut up and shuffle up one set of cards per group of two to four students.

Perhaps after asking them to brainstorm their own ideas into the blank table, ask students to match the cards by function, e.g. putting two or more cards full of requests together. If they get stuck or finish before other groups, you can tell them that:

- there should be three cards for each function
- there should be three levels of formality for each function
- they can put the cards on the blank table

After checking their answers as a class or with an un-cut-up copy of the worksheet, they can test each other on the functional language by:

- Reading phrases from the same row until their partner guesses the function
- Reading phrases from the same row until their partner guesses the function and then says another phrase with the same function
- Reading phrases from the same card until their partner guesses the function and the level of formality
- Reading phrases from the same card until their partner guesses the function and level of formality and then says another phrase that could fit in the same box
- Reading phrases from one box with a missing word from each for their partner to complete
- Reading all the phrases from one box and one phrase from a different box and seeing if their partner can spot the odd one out
- Reading the formal and informal phrases and helping their partner make the medium-formality versions
- Reading a phrase and getting their partner to say a more formal version back
- Reading a phrase and getting their partner to say a less formal version back
- Choosing a function and level of formality and helping their partner say as many suitable phrases as they can for that box
- Dealing out the cards and trying to use phrases from them during roleplay email exchanges (maybe just saying what they'd write instead of actually writing)

Brainstorming into the blank boxes and/ or blank table can be done before, after or between testing each other.

Blank table

	Very formal (e.g. job applications, legal-sounding complaints)	Standard/ Neutral/ Medium-level formality/ Everyday business level	(Very) informal/ friendly/ casual
Mentioning attachments			
Requests			
Responding to requests (positively or negatively)			
Enquiries/ Asking for information			
Answering questions/ Giving information			

Making arrangements / Scheduling/ Rescheduling			
Making complaints			
Apologising/ Responding to complaints			
Instructions/ Commands/ Demanding action			
Giving bad news			
Giving good news			

Checking progress			
Asking the other person to wait			
Invitations			
Checking/ Confirming (what you aren't sure about)			
Asking for permission			
Highlighting important information			
Mentioning other people			

Cards to cut up/ Suggested answers

	Very formal (e.g. job applications, legal-sounding complaints)	Standard/ Neutral/ Medium-level formality/ Everyday business level	(Very) informal/ friendly/ casual
Mentioning attachments	Please find attached...	Please find... attached. I've attached...	Here's... Check out the... that I've attached.
Requests	I would be very grateful if you could... I was wondering if you could... ... would be greatly appreciated/ gratefully accepted.	Could you (possibly)...? Can you...	Can you do me a (huge) favour and...? I really need a hand with...
Responding to requests (positively or negatively)	I'm afraid I can't really help at the moment because... I wish I could be of assistance, but unfortunately...	I would be glad to help/ happy to help with... I'd love to help with..., but I'm afraid...	Sure. No probs. I'll get to it straightaway. Would love to help, but...
Enquiries/ Asking for information	Do you happen to know...? I was wondering if you might be able to inform me... Might I enquire whether...?	Could you (possibly) tell me...? Can I check...? I was wondering... I'd like some information on...	Got any info on...? (R)U the right person to ask about...? Can you fill me in on...?
Answering questions/ Giving information	I have attempted to answer your questions below. In reply to the first of your questions,...	Please find my answers below. In answer to your first question,... You also asked me about...	Here are my answers: Answers below.

Making arrangements / Scheduling/ Rescheduling	I would be delighted to meet you/ It would be my very great pleasure to meet you... (if that is convenient with you). I'm afraid we haven't decided on a venue.	... if you are available then. ... if that's okay with you. I'm afraid I'm... ing at that time. The venue is TBD.	RU free...? Sorry, have to... Tues? What about Wed? Sorry, got to... then. No idea where yet.
Making complaints	Unfortunately,... did not quite meet the high standards that I had come to expect.	I'm not very happy with... I was not (completely) satisfied with...	I'm unhappy about... ... really wasn't good enough.
Apologising/ Responding to complaints	Please accept our sincerest apologies for... This was due to... In recompense, we would like to offer...	I'm sorry for/ about... I'd like to apologise for... In return, please accept...	Soooo sorry about... Not sure how to make up for that, but...
Instructions/ Commands/ Demanding action	I'm afraid I have to insist on... Everyone is required to...	Please make sure... We'd like everyone... (This is) just a reminder that... Would everyone please ensure that...?	Whatever you do, don't forget to... From now on, everyone's gotta...
Giving bad news	After careful consideration, I'm afraid we have to announce that...	I regret to inform you... I'm afraid... I'm sorry, but... Unfortunately,...	Got some bad news (for you). Sorry, but...
Giving good news	It is our very great pleasure to announce that...	We are pleased/ delighted/ glad/ relieved to tell you...	... Great news, hey?

Checking progress	Could I ask about your progress with...?/ How are we getting on with...?	Can I check the progress of...? How are you doing with...?	Making much progress with...?/ Getting on OK with...?
Asking the other person to wait	I'm afraid... is still to be confirmed. I'm afraid we are still waiting for final confirmation.	... is TBA/ TBC/ TBD. We are expecting a decision in the next couple of days. I'm afraid there will be (slight) delay in...	Give me another couple of days and I'll... Will... ASAP, but might take a while.
Invitations	It would be our great pleasure if you could attend...	I'd like to invite you to... How about... with us?	(Do you) fancy...? Wanna... (with us)?
Checking/ Confirming (what you aren't sure about)	I'd just like to confirm one or two details. Would it be right to say that...?	Can I check...? ... Is that correct? I wasn't sure if... (or not).	Sorry, couldn't quite get... So,...? Or not?
Asking for permission	I was wondering if it might be possible to... May I have permission/ Do I have your permission to...?	May I...? Is it/ Would it be okay to...? Would it be alright for me to...?	I wanna... Is that okay? It's okay to..., right?
Highlighting important information	Please note that...	NB. The deadline for applications in next week .	Heads-up: the <u>FINAL deadline</u> is tomorrow!!
Mentioning other people	Please pass my best regards onto... ... sends his best regards. Could you possibly forward this to.../ include me when you...? sends her best wishes. Please give my good wishes to... Can you send this onto.../ include me when you email...?	... sends her love. Please give my love to... Can you fwd this to...? Don't forget to CC me when you mail...

Brainstorming stage

First of all without looking at the cards, try to fill the gaps below with phrases with the right level of formality, looking at the other columns and/ or rows to help.

	Very formal (e.g. job applications and legal-sounding complaints)	Standard/ Neutral/ Medium-level formality/ Everyday business level	(Very) informal/ friendly/ casual
Mentioning attachments		Please find... attached. I've attached...	Here's... Check out the... that I've attached.
Requests		Could you (possibly)...? Can you...	Can you do me a (huge) favour and...? I really need a hand with...
Responding to requests (positively or negatively)	I'm afraid I can't really help with... at the moment because... I wish I could be of assistance with..., but unfortunately...		Sure. No probs. I'll get to it straightaway. Would love to help, but...
Enquiries/ Asking for information	Do you happen to know...? I was wondering if you might be able to inform me... Might I enquire whether...?		Got any info on...? RU the right person to ask about...? Can you fill me in on...?
Answering questions/ Giving information	I have attempted to answer your questions below. In reply to the first of your questions,...		Here are my answers: Answers below.

Making arrangements / Scheduling/ Rescheduling	I would be delighted to meet you/ It would be my very great pleasure to meet you... (if that is convenient with you). I'm afraid we haven't decided on a venue.		RU free...? Sorry, have to... Tues? What about Wed? Sorry, got to... then. No idea where yet.
Making complaints	Unfortunately,... did not quite meet the high standards that I had come to expect.		I'm unhappy about... ... really wasn't good enough.
Apologising/ Responding to complaints		I'm sorry for/ about... I'd like to apologise for... In return, please accept...	Soooo sorry about... Not sure how to make up for that, but...
Instructions/ Commands/ Demanding action	I'm afraid I have to insist on... Everyone is required to...		Whatever you do, don't forget to... From now on, everyone's gotta...
Giving bad news	After careful consideration, I'm afraid we have to announce that...		Got some bad news (for you). Sorry, but...
Giving good news		We are pleased/ delighted/ glad/ relieved to tell you...	... Great news, hey?
Checking progress	Could I ask about your progress with...?	Can I check the progress of...? How are you doing with...?	

Asking the other person to wait	I'm afraid... is still to be confirmed. I'm afraid we are still waiting for final confirmation.		Give me another couple of days and I'll... Will... ASAP, but might take a while.
Invitations	It would be our great pleasure if you could attend...		Do you fancy...? Wanna... (with us)?
Checking/Confirming (what you aren't sure about)		Can I check...? ... Is that correct? I wasn't sure if... (or not).	Sorry, couldn't quite get... So,...? Or not?
Asking for permission	I was wondering if it might be possible to... May I have permission to...? Do I have your permission to...?		I wanna... Is that okay? It's okay to..., right?
Highlighting important information		NB. The deadline for applications in next week .	Heads-up: the <u>FINAL deadline</u> is tomorrow!!
Mentioning other people	 sends her best wishes. Please give my good wishes to... Can you send this onto...? Can you include me when you email...?	... sends her love. Please give my love to... Can you fwd this to...? Don't forget to CC me when you mail...

Compare what you wrote with the cards in the first stage. Other phrases are possible, so please check if you wrote something different.

Emailing functions roleplays and brainstorming

Choose a roleplay card and roleplay that email exchange with your partner, with the person who took the card doing the thing described on the card and then their partner responding by email. Your teacher will tell you if you should pick one card at random, can pick any card you like, or should deal out the cards and pick one from your hand. Make sure that you include the whole email from opening greeting to name at the end each time (even if you are saying what you would write instead of writing the emails).

Get back in touch with someone you haven't contacted for a long time, e.g. an ex-boss, university professor or friend from primary school.
Introduce yourself to someone who has no idea who you are and request something.
You want to delay the thing that your partner is requesting as long as possible.
Ask for some private information about someone.
Ask for special permission to do something that usually isn't allowed.
Ask for feedback on a new rule.
Offer to do something, then change your mind when you get a positive reply.
Try to fix a time to meet (for business or social purposes) as soon as possible, using your real schedule to say when you aren't available.
Respond to your partner's complaint about something that you are responsible for.
Try to thank your partner more than they thank you.
Politely decline all your partner's invitations.
Confirm things about your partner's email before answering their questions.

Brainstorm phrases for these functions related to the parts in italics above, at different levels of formality if possible.

Getting back in touch

Introducing yourself

Delaying something

Asking for information

Giving permission

Asking for permission

Asking for feedback

Offering

Fixing a time

Complaining

Responding to complaints

Thanking

Inviting

Declining invitations

Confirming

Compare as a class, with the suggested answers or with the big list from page 368.

Suggested answers

Many more phrases are possible for each function, so please check if you wrote something different.

Getting back in touch

Long time no see.

How have you been?

Sorry it's been so long since I've been in touch.

I don't know if you remember me, but...

Sorry to write out of the blue, but...

Introducing yourself

My name is... and I work for...

I was given your name/ details by...

I was told that I should write to you about...

Delaying something

Can we make it...?

Can we put it back/ put it off until...?

Asking for information

Could you tell me/ inform me...?

I (really) need some information about...

Do you (happen) to know...?

Giving permission

That's fine.

Please go ahead.

There's no problem with doing that.

Asking for permission

Is it okay for me to...?/ Would it be okay for me to...?

Could I (possibly)...?

Asking for feedback

Any feedback you can give me on this would be gratefully accepted.

I look forward to reading your views on it.

Please let me know what you think.

Offering

Would you like me to (lend a hand with)...?

I'd like to offer (you)...

Fixing a time

How about...?

Are you free/ available...?

..., if that is convenient with you/ okay with you.

Complaining

I wasn't (entirely/ very) satisfied with...
Unfortunately,...
... did not match my expectations.

Responding to complaints

We were sorry to hear about your problems with...
We would like to apologise for...
Please accept our apologies for...
This was caused by...
To make up for this/ compensate you for this, we would like to offer you...

Thanking

Thank you (so much) for...
I am very grateful for...
I really appreciate...
... is very much appreciated.

Inviting

We'd like to invite you to...
Would you like to...?
How about... with us?

Declining invitations

I'm afraid I'm... at that time.
I would have loved to, but...
..., but please do ask me again.

Confirming

Can I check what you mean by...?
I wasn't quite sure what you meant by....
Can you give me some more details on...?
Could you confirm...?

Brainstorming phrases for the body of an email

First of all without any help. brainstorm at least two phrases into each category below that your teacher tells you to fill in, with different levels of formality if possible.

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Highlighting important information

Requests

Responding to requests (positively or negatively)

Enquiries/ Asking for information

Answering questions/ Giving information

Making arrangements/ Changing arrangements/ (Re) scheduling

Making and responding to complaints/ Apologising

Instructions/ Commands/ Demanding action

Giving bad news

Giving good news

Making announcements

Checking progress

Asking people to wait/ Explaining the delay before the (full) reply

Mentioning other people (contacts, including them, social phrases, etc)

Invitations and responding to invitations

Asking for advice/ feedback/ recommendations

Asking for payment

Bookings/ Making reservations

Checking/ Confirming

Making initial contact with someone

Ordering products/ Booking/ Making reservations

Thanking

Asking for permission

Making offers (offering help, etc)

Perhaps after using the key words below to help, check as a class or with the list of phrases from page 368.

Key words for the body of an email activities

Use the key words below to help with the brainstorming task above, as you take turns continuing the same email line by line and/ or during roleplay email exchanges, discarding cards or crossing them off as you use them. Most key words below can be made into at least two or three suitable sentences, but you might sometimes need to change the form, e.g. add -s.

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

attached	below	at	on
----------	-------	----	----

Requests

can/ could	would	I	you
------------	-------	---	-----

Responding to requests (positively or negatively)

but	I'm	that	help
-----	-----	------	------

Enquiries/ Asking for information

question(s)	know	would/ 'd	information
-------------	------	-----------	-------------

Answering questions/ Giving information

answer	reply	about	you
--------	-------	-------	-----

Making arrangements/ Changing arrangements/ (Re)scheduling

if	afraid	possible	but
----	--------	----------	-----

Making and responding to complaints/ Apologising

was/ were	not	apology/ise	for
-----------	-----	-------------	-----

Instructions/ Commands/ Demanding action

remind/ remember	(en)sure	please	everyone
------------------	----------	--------	----------

Giving bad news

we	afraid	sorry	news
----	--------	-------	------

Giving good news

we	our	you	news
----	-----	-----	------

Making announcements

I/ we	F...	inform(ation)	know
-------	------	---------------	------

Checking progress

on	how	if/ whether	check
----	-----	-------------	-------

Asking people to wait/ Explaining the delay before the (full) reply

to .../ T...	presently/ still	(with)in	'll
--------------	------------------	----------	-----

Mentioning other people (contacts, including them, social phrases, etc)

in/ include	to	pass/ send	have/ know
-------------	----	------------	------------

Invitations and responding to invitations

like/ fancy	pleasure	but	another
-------------	----------	-----	---------

Asking for advice/ feedback/ recommendations

(name)	ask	any/ some	about
--------	-----	-----------	-------

Asking for payment

pay(ment)/ paid	check	seem/ appear	due
-----------------	-------	--------------	-----

Checking/ Confirming

check/ clarify	confirm	if	wh...
----------------	---------	----	-------

Making initial contact with someone

(name)	I/ my	you(r)	from
--------	-------	--------	------

Ordering products/ Booking/ Making reservations

like	can/ could	do	is
------	------------	----	----

Thanking

really	so	very	without
--------	----	------	---------

Asking for permission

okay	permission	allowed	alright
------	------------	---------	---------

Making offers (offering help, etc)

help	hand	assist(ance)	me
------	------	--------------	----

Ask about any key words which you couldn't make at least two suitable phrases from and/ or compare your phrases with those in the big list from page 368.

Different kinds of emails sections

Making arrangements by email section

See also:

- Emailing line by line brainstorming page 34

Formal and informal emails for making arrangements jigsaw texts

Instructions for students

Jigsaw activity

Put the cards that you are given into order to make one email exchange, thinking about the logic of the situation and/ or the formality of the emails. Your teacher will tell you if you should deal out the cards so only one person can see each and do it by just speaking and listening, or if you can lay the cards down on the table so that everyone can see them.

Read the whole exchange out loud to make sure that it makes sense and to make sure that emails start with the most formal one and get slightly more informal each time, ending with the most informal email.

Check as a class or with an un-cut-up copy of the worksheets.

Formal and informal language presentation

Underline informal language and draw circles around formal language in the emails. You don't need to do anything with medium-formality phrases.

Check that you have most underlining in the final informal emails, most circling in the first formal emails, and a mix of both or neither in the medium-formality emails in the middle.

*Compare as a class or with the parts **in bold** and underlined in the suggested answers.*

Practice

Listen to your partner read out one of the emails and say your email response, making sure you have the same level of formality/ friendliness (or are just slightly more casual).

Listen to your partner's own idea for a making arrangements email and say your response, being careful to match the level of formality.

Send "emails" around class on scraps of paper to make new arrangements with your classmates, making sure that you pay attention to the formality of the emails that you receive. Informal first emails are also okay as long as they match the situation/ your relationship with the person who you are imagining that you are emailing. Continue each email exchange until you make a new arrangement or give up, also responding to any suggestions you receive from other people. The person with most new arrangements when your teacher stops you will win the game, so make sure that you can remember the new arrangements that you successfully make.

Cards to cut up/ Answer key

.....
Dear Mr. Jones,

I am writing in order to introduce myself because I will be the person in charge of your area due to a reorganisation of how we divide up our business into areas. Please find attached details of the new division into areas.

My name is Sandra Shaw and I am the new Sales Manager for the Southern District of Fish and Chips English Schools. The previous sales rep for your area, Matt Lucas, sends his regards.

I look forward to doing business with you and I hope that we have the opportunity to meet soon.

Best regards,

Sandra Shaw (Ms.)
.....

Dear Ms Shaw

Thank you very much for your email of 7 March informing me about the changes in staffing in your company.

I am looking forward to working with you in the coming months and years. Please give my regards to Matt.

I hope we have the chance to meet soon.

Yours

Kevin
.....

.....

Dear Kevin,

Thanks for your email.

If it's convenient with you I'll be able to meet with you very soon indeed as I'm visiting one of your colleagues on Wednesday 25 March. I'm planning to finish that meeting at 12:30 pm, and I would be very glad to meet you if you are available then.

I'm looking forward to hearing from you.

Regards,

Sandra

.....

Dear Sandra

Thanks for your quick reply.

Thanks for making the time to meet up with me at such short notice, but I'm afraid I will be attending a conference abroad on that day. I'm flying back on the Sunday and I will be available at any time from Monday afternoon of the following week.

Hope to see you soon.

All the best

Kevin

.....

Dear Kevin,

Sorry for my late reply – wanted to sort out my schedule so I could offer you as many times to meet as possible.

I've attached a copy of my schedule for this month. Please pick any slot when you are available and I'll do my very best to make it then.

Thanks for your patience.

Best wishes,

Sandra

.....

.....

Hi Sandra

Re: Our first meeting.

Sorry for the delay in replying but I had to forward both our schedules to my boss to get his input. Here's a copy of your schedule with the best slots for me shaded in red. Any of these are fine, but I'd really like to meet soonish if possible.

Cheers

Kev

.....

Hi,

Thanks for all your help with finding a time to meet.

Will see you at 10 on the 2nd, if that's OK with you.

Thanks again,

Best

Sandra

.....

Sandra

OK. CU then.

K

P.S. I know a great place for lunch if you have time after the meeting.

.....

Suggested answers

*The formal parts that you should have circled are in **bold** and the informal parts are underlined.*

.....
Dear Mr. Jones,

I am writing in order to introduce myself because I will be the person in charge of your area due to a reorganisation of how we divide up our business into areas. **Please find attached** details of the new division into areas.

My name is Sandra Shaw and I am the new Sales Manager for the Southern District of Fish and Chips English Schools. The previous sales rep for your area, Matt Lucas, sends his regards.

I look forward to doing business with you and **I hope that we have the opportunity to** meet soon.

Best regards,

Sandra Shaw (Ms.)
.....

Dear Ms Shaw

Thank you very much for **your email of 7 March** informing me about the changes in staffing in your company.

I am looking forward to working with you in the coming months and years. Please give my regards to Matt.

I hope we have the chance to meet soon.

Yours

Kevin
.....

.....
Dear Kevin,

Thanks for your email.

If it's convenient with you I'll be able to meet with you very soon indeed as I'm visiting one of your colleagues on Wednesday 25 March. I'm planning to finish that meeting at 12:30 pm, and **I would be very glad to** meet you **if you are available** then.

I'm looking forward to hearing from you.

Regards,

Sandra
.....

Dear Sandra

Thanks for your quick reply.

Thanks for making the time to meet up with me at such short notice, but **I'm afraid I will be attending a conference abroad on that day**. I'm flying back on the Sunday and **I will be available at any time from Monday afternoon of the following week**.

Hope to see you soon.

All the best

Kevin
.....

Dear Kevin,

Sorry for my late reply – wanted to sort out my schedule so I could offer you as many times to meet as possible.

I've attached a copy of my schedule for this month. Please pick any slot when you are available and I'll do my very best to make it then.

Thanks for your patience.

Best wishes,

Sandra
.....

.....

Hi Sandra

Re: Our first meeting.

Sorry for the delay in replying but I had to forward both our schedules to my boss to get his input. Here's a copy of your schedule with the best slots for me shaded in red. Any of these is fine, but I'd really like to meet soonish if possible.

Cheers

Kev

.....

Hi,

Thanks for all your help with finding a time to meet.

Will see you at 10 on the 2nd, if that's OK with you.

Thanks again,

Best

Sandra

.....

Sandra

OK. CU then.

K

P.S. I know a great place for lunch if you have time after the meeting.

.....

Brainstorming stage 1 – formal and informal equivalents

Decide if each phrase below is formal or informal and brainstorm a phrase with the same meaning but the opposite level of formality. Phrases not above are also possible.

Opening greeting

Hi Kev/ Hi/ Kev

Opening line

Writing to...

Got your mail...

I am sorry for taking so long to reply./ I apologise for my late reply.

I am writing to you in connection with...

Body of the email

I'm Sandra...

Say "Hi" to Matt (from me)./ Give my love to Matt.

If it's OK with you, can meet really soon.

Would love to meet if you are free then.

Sorry, attending a conference abroad then.

(Will be) free anytime from Mon p.m. the week after that.

Closing line

Looking forward to doing business with you.

Hope we have the chance to meet up soon.

Thank you in advance.

Once again, thank you for all your assistance with this.

I look forward to seeing you then.

Closing greeting

Best

Name at the end

S

Compare your ideas with the phrases in the formal and informal emails. Many other formal and informal phrases are possible, so please check if you wrote something different.

Brainstorming stage 2

Without looking above, brainstorm formal and informal phrases with each function below.

Opening greeting

Opening line

Body of the email

Introducing yourself

Mentioning other people

Making arrangements

Closing

Closing line

Closing greeting

Name at the end

Look in the emails for examples, brainstorm more, then compare your extra phrases as a class or with the list from page 368.

Making arrangements chain writing

Take one copy of the worksheet each. Write something in the top gap ("_____"), fold the paper along the dotted line (.....) so that what you wrote cannot be seen, pass the paper to the next person to do the same with the next line, and take one from someone else to do the same thing to. Continue writing, folding and passing until the whole emails are finished, each time not looking at what previous people wrote. Pass the email one more time after it is finished, unfold the paper that you receive so that you can read the whole email, then discuss if the email makes sense or not and why.

Dear _____
.....fold.....

Thank you for inviting me to _____.
.....fold.....

I'm afraid I won't be free at _____ on _____.
.....fold.....

This is because I will be _____ing (_____) at that time.
.....fold.....

If you are available, why don't we _____ instead?
.....fold.....

If this is okay with you, can you _____ me by _____?
.....fold.....

I'm looking forward to _____
.....fold.....

Yours

Without looking above, put one suitable word in each gap below to make a model email like the one you completed before.

_____ John

Thank you _____ inviting me _____ your Xmas party.

I'm afraid I won't be free _____ half past twelve in the morning _____ Monday.

This is _____ I will _____ sleeping at that time.

_____ you are available, why _____ we play golf instead?

If this is okay _____ you, can you email me _____ close of business tomorrow?

I'm looking _____ to hearing from you.

Alex

Check above. Other answers are possible, so please check if you wrote something different.

Discuss how good or bad the completed email on this page is, talking about how the email is organised/ laid-out, the language in it, the information which is included, its level of formality, etc.

Write a making arrangements email response such as an answer to the email above. Make a second version with gaps for another group to complete, pass it to them, look at their completed version, then comment on what they wrote.

Making arrangements by email game

Compare your (real) arrangements and plans for this afternoon, this evening, tomorrow, at the weekend and at the beginning of next week in pairs.

Write all of your actual arrangements (classes, business meetings, dinner with friends, movies you've arranged to see, dates, dentist appointments etc.) in these spaces. You can also add plans like homework and exercise on your own if you have few arrangements.

Later today	Tomorrow	The day after tomorrow (= In two days)	The day after that (= In three days)
In four days	In five days	In just under a week (= In six days)	This time next week (= In a week/ In seven days)

“Email” each other to fill as many gaps in your schedule above as you can, using slips of scrap paper given to you by your teacher. The person in the class who can make most new arrangements will win the game, so make sure that you complete fix the arrangements and remember what they are.

Starting with the person who thinks they have most new arrangements, report your new arrangements to the class, including the day, time and person you are meeting. If anyone else says that arrangement is wrong or if you have made two arrangements for the same time, play passes to the next person.

-----fold-----

Without looking above, write the time expressions below in different ways.

- This afternoon or this evening =
- In one day =
- In two days =
- In three days =
- In six days =
- In seven days/ In a week =

Check above. Other ways of rephrasing might be possible, so please check if you wrote something different.

Making arrangements by email coin games

Ask your partner to meet at a time and place that you suggest by email. Your teacher will tell you if you should write it or just say what you would write, but in both cases include the whole email (from opening greeting at the start to your name at the end). Your partner will respond in the same way, then continue together until you have fixed a time when you are both (really) available. Then do the same with your partner's idea for a new arrangement.

Positive and negative responses coin games

Do the same, but this time flip a coin each time that a suggestion is made for a time, place, activity, etc, to decide if your answer will be:

- Positive (heads)
- Negative (tails)

Do the same, but this time secretly flip the coin before you make your email to see if you should try to get a positive response from your partner (by suggesting something that they like at a convenient time = heads) or try to get a negative response from your partner (by suggesting a time they are definitely busy and/ or something they won't like = tails). After they respond, show them which side of the coin was up and so if you got the response you tried to get or not.

Setting up the situation coin game

Do the same, but also flip the coin before the exchange starts to decide the situation. Your teacher will tell you which section or sections below to look at, or if you can choose.

Situations section A

Heads = Arranging a one-to-one meeting

Tails = Arranging to meet more than one person

Situations section B

Heads = Suggest a time

Tails = Ask them to suggest a time

Situations section C

Heads = Informal/ Casual

Tails = Formal

OR

Heads = Someone you have had contact with before

Tails = First contact with someone

Email requests and enquiries section

See also:

- Emailing line by line brainstorming page 34

Email enquiries disappearing text memory game

Work in groups of two to four people. Look at the text below that your teacher tells you to look at. The first person reads out the whole of the text, then takes away one word (by covering it, or by changing it to white if you are working on a computer).

The next person will then read the whole text, including the word that was just taken away, and choose one more word to cover or change to white.

Take turns reading out the whole text and taking away more words until the whole text has disappeared, until you give up, or until your teacher stops the game. You should always try to say exactly what is written in each square, even when other words would also be correct.

If you are doing this online (on Zoom, etc), one person should share their screen and take away the words that everyone chooses.

Useful language for saying which word you want to take away

"I want to delete.../ "I'm going to take away..."

"In the first/ second/ third/...th/ last + section/ paragraph"

"The first/ second/ third/ fourth/ ...th word."

"In the first/ second/ third/ fourth/ ...th column."

"In the first/ second/ third/ fourth/ ...th row."

If your teacher tells you to, do the same with another text below.

Read through all the model emails and ask about anything you can't understand, think could be a different word, etc.

After the brainstorming stage below, test each other:

- Choose one section and read phrases with words missing for your partner to complete
- Choose one section and help your partner make suitable sentences by giving them key words, etc.
- Choose one phrase for your partner to use in an example requests or enquiries email or responding to requests or enquiries email
- Choose one phrase for your partner to use in an email, listen to or read their email, respond to what it says, then continue the email exchange if necessary

After finishing the text covering memory game and brainstorming, roleplay similar asking for and giving information email exchanges. Your teacher will tell you if you should write to each other or just say what you would write.

Email 1 – Formal enquiry

Dear	Sir	or	Madam,	-----
------	-----	----	--------	-------

I	am	writing	to	you
regarding	insurance	for	small	companies.

First,	I'd	like	to	know
what	size	companies	you	insure.
We	only	have	three	employees,
so	I	wonder	if	such
a	small	company	is	covered.

My	second	question	is	about
contract	length.	If	possible,	we
would	like	a	15-year	contract.

Lastly,	we	are	interested	in
policies	covering	reputation	risk.	Could
you	give	me	some	information
on	prices	for	such	policies?

I	look	forward	to	hearing
from	you	soon.	-----	-----

Sincerely	yours,	Alex	Case	(Mr)
-----------	--------	------	------	------

Email 2 – Formal positive reply

Dear	Mr	Case,	-----	-----
------	----	-------	-------	-------

Thank	you	very	much	for
your	interest	in	our	products.
Please	find	my	answers	below.

In	answer	to	your	first
question,	there	is	no	minimum
size.	We'd	be	very	happy
to	offer	your	company	insurance.

You	also	asked	about	contract
length.	I'm	afraid	fifteen	years
isn't	possible,	but	we'd	be
happy	to	offer	you	ten.

Regarding	prices,	they're	negotiable.	If
you	let	us	know	your
needs,	we'll	make	a	quote.

We	are	looking	forward	to
hearing	from	you	soon.	-----

Best	regards,	Harold	Beam	-----
------	----------	--------	------	-------

Email 3 – Informal request

Hi	Gordon,	-----	-----	-----
----	---------	-------	-------	-------

How	are	you	doing?	Hope
you	had	a	good	trip.

I'm	writing	about	reorganisation	of
the	department.	Could	you	possibly
have	a	look	at	the
attached	plan	and	see	if
I'm	on	the	right	track?

Thanks.	All	the	best,	Dave
---------	-----	-----	-------	------

Email 4 – Informal negative reply

Hi	Dave,	Really	nice	to
hear	from	you.	Congratulations	on
getting	the	project	leader	job.

Really	sorry	but	I'm	flying
to	Hawaii	for	my	honeymoon
tonight	so	I	won't	have
time	to	look	at	it.
If	you	send	it	to
Sally,	she	can	probably	help.

Sorry	about	that.	Good	luck
with	the	project.	Best,	Gordon.

Brainstorming stage

Write as many phrases as you can below, look above for ideas, then brainstorm more.

Starting emails

Email opening greetings

Email opening lines

Body of emails

Enquiries

Responses to enquiries

Ending emails

Email closing lines

Email closing greetings

Different ways of writing your name at the end of an email

Compare your extra ideas as a class or with the list of phrases from page 368.

Responding to email enquiries and requests simplest responses game

Listen to your teacher read phrases from emails and raise the “Yes” card if that person is responding positively to a request or enquiry, and raise the “No” card if the response is negative.

Do the same, but this time keep the two cards down if you hear something which isn’t clearly positive or negative. Even very polite negative responses and indirect negative responses count as “No”, so only leave both cards down if they haven’t decided what the response is.

Label the sections below with “Y” for yes, “N” for no and “?” for not sure/ not yet decided. The ones in the same section are always of the same kind, so if you aren’t sure about one you can look at the other example above or below.

Check your answers as a class.

Add reasons to some of the negative answers.

Use as many of the phrases as you can in one email response. Your teacher will tell you if you should write it or just say what you would write. Your partner will read or listen and respond with the next email in that exchange, e.g. a second request when the first one is rejected or a thank you email after a positive response.

First of all without looking below, brainstorm suitable positive and negative responses and matching opening and closing lines.

Roleplay making email enquiries and requests and giving positive and negative answers, mixing up the kind of initial email and the kind of answer as much as possible.

Do the same, but flip a coin to decide if each response will be positive (heads) or negative (tails).

Do the same, but also flip a coin before starting to decide if the initial email will be an enquiry (heads) or a request (tails).

Do the same, but also flip a coin before starting to decide if the exchange will be formal (heads) or casual/ friendly (tails).

Opening lines

Thank you for your email requesting...
Thanks for your mail asking about the possibility of...

I just got your enquiry about...
Re: your questions,...
Regarding your request,...

Body of the email

I'm sorry to tell you that...
Unfortunately,...
Sorry but...

I'm afraid...
We regret to inform you that...
You may be disappointed to hear that...

I'm delighted to be able to tell you that...
We are pleased to inform you that...
You'll be happy to hear that...

I'll do it immediately.
I'll get to it straightaway.
I'll get to work on it ASAP.

That decision needs to be made by...
Only... has the authority to...
The person in charge...
You need to email...

i.e. is not allowed.
that is to say, it is not permitted.
in other words, it is against the rules.
by which I mean that it is against company policy.

Staff don't have permission to...
I don't have the authority to...

We are unable to...
I'm not allowed to...

It isn't sufficiently...
It's not... enough.
It's too...

It depends (on...)
... is quite complicated.
I'll ask my colleague to contact you.

I'll get back to you by Mon.
It is still to be decided.
It is TBA/ TBD/ TBC.

I'm CCing my boss so that hopefully he can answer...
I'm forwarding you my boss's answer, so please see below for her response.

I'm expecting to hear something about that very soon.
The policy will be updated soon.

We are expecting a decision in the next few days.
I'm waiting for instructions from my boss.

Please note that it's only available to...
NB, it's limited to...

This is a result of..
This is due to (the fact that)..

Because of....
Owing to...

As far as I'm aware,...
To the best of my knowledge,...

That information is out of date.
That used to be allowed (but...)

That sounds fine, but only until the end of Jan.
That seems okay to me, providing it happens by the 13th.

Instead of that,...
Rather than that,...
In its place,...

Under these (exceptional) circumstances,...
In this (particular) case,...

This is usually it is not possible...
We don't usually allow this...

As you may be aware,...
As you probably already know,...

I'm sure I don't need to remind you that...
As you suspected,...

You should have...
You were supposed to...
You needed to...

As a personal favour,...
Just this once,...
As it's you,...

I don't really think that is possible.
That's not really possible.

I'm not sure that we can do that.
That could be a bit tricky.
I can see us having problems with that.

That won't be a problem.
I can't see any problem with that.

I don't see any reason why not.
There's no rule against that (as such).

I can see why you'd think that...
I can understand why you might have that impression...

That's the best I can do.
My hands are tied.
I tried my best.

I wish I could help you
I'd like to be able to help you

That is theoretically possible,...
Actually,.../ In fact,.../ In reality,...

I'll do my best.
I'll do what I can.
I'll see what I can do.

Attachments

Please find the information that you asked for attached.
Here is the info which you asked for.

As you can see written in the document attached,...
If you look at page three of the document attached, you will see that...

I've attached the policy related to..., which (clearly) states that...
According to the contract (attached),...

Closing lines

Sorry I couldn't be more help.
Sorry about that.

We hope that this has not caused you (any/ too much) inconvenience.
Thanks for your understanding.
Hope that's okay.

If you need any more help, please let me know.
Please do not hesitate to contact me if I can be of any further assistance.

I'll get back to you as soon as possible.
I'll contact you again as soon as I can.

Cards to hold up

Yes	No
Yes	No
Yes	No
Yes	No
Yes	No
Yes	No
Yes	No

Email enquiries chain writing

Take one copy of the worksheet each. Write something in the top gap ("_____"), fold the paper along the dotted line (.....) so that what you wrote cannot be seen, pass the paper to the next person to do the same with the next line, and take one from someone else to do the same thing to. Continue writing, folding and passing until the whole emails are finished, each time not looking at what previous people wrote. Pass the email one more time after it is finished, unfold the paper that you receive so that you can read the whole email, then discuss if the email makes sense or not and why.

Dear _____ (write the name of a famous person)

.....fold.....

I am writing to you because I need some information about _____.

.....fold.....

I tried looking for this information on/ in _____,
but could not find what I was searching for. I hope you can help me with this.

.....fold.....

Could you please tell me if it's true that _____?

.....fold.....

Could you also please inform me of any changes in _____?

.....fold.....

On a different topic, can I ask for the latest news on _____?

.....fold.....

My final question is whether _____.

If you can give me any information on any of these it would be a great help. I look forward to hearing from you.

.....fold.....

Yours sincerely

_____ (write the name of another famous person)

Gapfill stage

Put one word into each gap in the example email below.

_____ Mr Clooney.

I am _____ to you because I need some information about....

I tried looking for this information on your website, but could not find what I was searching for. I hope you can help me _____ this.

Could you please tell me _____ it's true that you were born in a stable?

_____ you also please inform me of any changes in your weight?

On a different topic, can I _____ for the latest news on the ER reunion?

My _____ question is whether you agree that the movie world is getting worse year by year.

If you can give me any information on any of these it would be a great help. I look _____ to hearing from you.

_____ sincerely

Taylor Swift (_____)

Check your answers above. Other answers may be possible, so please check if you wrote something different.

Discuss how good or bad the completed email on this page is, talking about how the email is organised/ laid-out, the language in it, the information which is included, its level of formality, etc.

Write a responding to enquiries email such as an answer to the email above. Make a second version with gaps for another group to complete, pass it to them, look at their completed version, then comment on what they wrote.

Emails turning down requests giving reasons practice

Choose one of the requests below and write or say what you would write in an email asking for that thing (including opening and closing lines and greetings). Your partner will write or say what they would put in a negative reply, including reasons, then discuss if you would accept that negative reply or not and why.

Suggested reasons

- deadlines
- documentation
- laws/ rules/ regulations
- not available
- out of date
- out of stock
- privacy
- shortage of...
- technology problems

Ask about any vocabulary which you don't understand, e.g. the phrases in italics, each time discussing related reasons for saying no.

Try to think of situations when you could use each of the excuses above, starting with ones that you didn't use in the last activity.

Business requests

- Booking a flight for someone
- Booking a hotel for someone
- Borrowing something
- Buying supplies
- Buying technology
- Changing duties
- Changing from a *temporary contract* to a *permanent contract*
- Changing from *part-time* to *full-time*
- Changing the position of a desk
- Changing times or dates/ Delaying something
- Extending something – Shortening something (e.g. a deadline)
- Funding something (e.g. some R&D)
- Giving a job reference/ Acting as a job reference
- Giving some *time off* (e.g. some *compassionate leave*, a *vacation*, *year out*, or a *sabbatical*)
- Giving someone's contact details
- Helping with a visa application
- Including something in the company newsletter
- Lending something/ Allowing someone to borrow something
- Letting you join a meeting
- Ordering something, e.g. a business book
- Passing on a message
- Paying for attendance at an event (e.g. an international conference)
- Paying for *overtime*
- Providing information about a member of staff (e.g. *contact details* or *qualifications*)
- Putting something on the company website
- Putting you in touch with someone
- Recommending something (e.g. a lawyer or accommodation)
- Registering someone for the *national health scheme*, the *national pension scheme* or *unemployment insurance*
- Repairing something
- Replacing something lost or broken (e.g. a security pass)
- Submitting a *tax return* for someone
- Translating something

Academic requests

- Accepting a *qualification* from another institution and/ or country
- Accepting an *unsolicited job application*
- Allowing someone to change classes
- Allowing someone to use a room
- Allowing someone to use the computer system
- Arranging for a cover teacher
- Arranging for a make-up class
- Changing duties
- Changing from a *temporary contract* to a *permanent contract*
- Changing from *part-time* to *full-time*
- Changing rooms
- Changing times or dates/ Delaying something
- Contacting someone else
- Doing something during a *national holiday*
- Extending something – Shortening something (e.g. a deadline)
- Finding accommodation for someone
- Funding something (e.g. a club activity or some research)
- Granting *tenure*
- Helping with a visa application
- Including something in the university's newsletter
- Lending something/ Allowing someone to borrow something
- Ordering something, e.g. a journal
- Paying a *bonus*
- Paying for attendance at an event (e.g. an international conference)
- Paying for *overtime*
- Providing academic references or *job references*
- Providing copies of official documents (e.g. *degree certificate*)
- Providing information about a member of staff (e.g. *contact details* or *qualifications*)
- Providing information about a student
- Putting something on the university's website
- Recommending something (e.g. accommodation)
- Refunding some money
- Registering someone for the *national health scheme*, the *national pension scheme* or *unemployment insurance*
- Re-grading something/ Appealing against a grade
- Renewing a contract
- Repairing something
- Replacing something lost or broken (e.g. a photocopy card)
- Some *time off* (e.g. some *compassionate leave*, a *vacation*, *year out*, or a *sabbatical*)
- Submitting a *tax return* for someone
- Translating something
- Use of the library
- Using some copyrighted material

Offers, commands and requests in emails

Label each line below with O for offer (= giving help) or C for command/ instructions/ order. A few could be both, but most are clearly one or the other.

1. For more information, please click on this link.
2. If you have any more questions, please let me know.
3. If you need any further information, please do not hesitate to contact me.
4. If you need any more info, just drop me a line.
5. Please accept our apologies for...
6. Please arrange for someone to pick me up from the airport.
7. Please be patient.
8. Please book a hotel for me.
9. Please call me if you'd like to talk about it.
10. Please change the venue of the meeting.
11. Please check my report and give me some feedback.
12. Please clarify what you mean by...
13. Please confirm if you'd like...
14. Please confirm receipt of this email.
15. Please contact your boss immediately and tell her...
16. Please contact... for further details.
17. Please feel free to cancel...
18. Please find my homework attached.
19. Please get back to me ASAP.
20. Please give me a bell if more explanation is needed.
21. Please go ahead.
22. Please let me know if you'd like me to reserve a table.
23. Please let me know straightaway if anything isn't clear.
24. (First of all) please let me say how sorry I am about...
25. Please make sure you that you attach...
26. Please postpone the meeting.
27. Please reply to this email by Friday.
28. Please see the attachment for more information.
29. Please send me... right away.
30. Please sort out this problem as soon as possible.
31. Please take your time.
32. Please let me know if that doesn't answer your question.
33. Please update the information and resend it.
34. Please use this number if you get lost on the way.
35. Please write back as soon as you can.

Which of the two functions do the phrases with the word "if" have? Make sure that you have given all the ones above with "if" that function (and maybe similar sentences without "if"). Then check all your answers as a class.

Rewrite any commands above which aren't polite enough, e.g. should actually be requests. Use as many different forms of request as you can (so not just "Could...?" all the time).

Check as a class or with the suggested answers.

Suggested answers

Ones which haven't changed are in italics.

1. *For more information, please click on this link.*
2. *If you have any more questions, please let me know.*
3. *If you need any further information, please do not hesitate to contact me.*
4. *If you need any more info, just drop me a line.*
5. *Please accept our apologies for...*
6. Could you possibly arrange for someone to pick me up from the airport?
7. Thanks for your patience./ Sorry for the delay.
8. Would you mind booking a hotel for me?
9. *Please call me if you'd like to talk about it.*
10. Would it be possible to change the venue of the meeting.
11. I would be grateful if you could check my report and give me some feedback./ Please tell me if anything needs changing.
12. Could you clarify what you mean by...?
13. *Please confirm if you'd like...*
14. Could you confirm receipt of this email (because...)
15. I would be very grateful if you could contact your boss immediately and tell her... (because...)
16. *Please contact... for further details.*
17. *Please feel free to cancel...*
18. *Please find my homework attached.*
19. Could you get back to me by... (at the latest) because...?
20. *Please give me a bell if more explanation is needed.*
21. *Please go ahead.*
22. *Please let me know if you'd like me to reserve a table.*
23. *Please let me know straightaway if anything isn't clear.*
24. *(First of all) please let me say how sorry I am about...*
25. Can you make sure that you attach... (because...)?
26. I would really appreciate it if you could postpone the meeting because...
27. Could you try to reply to this email by Friday? This is because...
28. *Please see the attachment for more information.*
29. I would be grateful if you could send me... by... due to...
30. I would appreciate it if you could sort out this problem by... in order to...
31. *Please take your time.*
32. *Please let me know if that doesn't answer your question.*
33. Could you update the information and resend it so that...?
34. *Please use this number if you get lost on the way.*
35. Could you write back by... so I can...?

Test each other on the sentences in pairs:

- Read out one and see if your partner can identify its function
- Read out one and see if your partner can identify its function and make it more polite if needed
- Read out one and see if your partner can put it into a model email, changing it if necessary

Email requests and enquiries error correction pairwork

Student A

Work in pairs with one Student A and one Student B. Without showing your worksheets to each other, try to find differences between the Student A and Student B emails. Whenever they are different, one is wrong and the other is correct. Still without showing your worksheets to each other, work together to decide which is wrong, and change your version to match the correct version if yours was incorrect. Not every sentence has a mistake – if there is no difference between the Student A version and the Student B version, that means that there is no mistake and so you don't need to change that part.

Example

Student A: I'm really sorry but I'm flying to Hawaii for my honeymoon tonight.

Student B: I'm really sorry to fly to Hawaii for my honeymoon tonight.

Student B needs to change "to fly" to "but I'm flying"

Useful phrases for checking what your partner said

"Can you say that again (more slowly)?" / "Could you repeat the (last)...?"

"Did you say... (or...)?"

"How do you spell...?" / "Can you spell... (for me)?"

"Can I check that back?" / "Can I read that back (to check)?"

Useful phrases for discussing the activity

"Mine says..."

"... is different" / "The difference is..." / "Yours says... but mine says..."

"I think my/ your version is correct/ wrong because..."

"That sentence seems to be the same"

"Okay, let's move onto the next sentence/ next line/ next email"

Email 1 – formal enquiry

Dear Sir or Madam

I'm writing to you regarding your insurance for small and medium-sized enterprises. My three questions is below.

First of all, could you tell me what size companies you offer insurance to? Our company only has three employees, so I'd like to know if such a small company is covered.

My second question is about contract length. If you are possible, we would like a 15-year contract.

At last, we may be interested in a policy that also covers reputation risk. Could you give me some information on discounts for more extensive insurance?

I look forward to hear from you.

Sincerely yours

Alex Case (Mr)

Email 2 – formal positive reply

Dear Mr Case

Thank you very much for your interested in our products. Please find my answers below.

As for your first question, there is no minimum size for our SME insurance. We would be very glad to offer your company whatever coverage you may be interested in.

You also asked us about contract lengths. I'm afraid a 15-year contract is no longer allowed, but we would be very happy to offer you a 10-year contract if that is acceptable with you.

Regarding discounts, they are negotiable depending on how extensive the coverage is. If you can let us know more about your needs, we will be able to give you an initial quote.

We are waiting for your reply.

Best regard

Harold Beam

Email 3 – informal request

Hi Gordon

How's it going? Hope you have a good weekend.

About the reorganisation of the HR department, would you possibly do me a favour? Can you have a quick look at the attached plan and see if I'm on the right track or not?

Thanks

Dave

Email 4 – informal negative reply

Hi Dave

Good to hear from you and congratulations on getting the project leader job.

I'm really sorry but I'm flying to Hawaii for my honeymoon tonight so I won't have time to look at the plan. If you will send it to Sally, she will probably be able to help.

Sorry to that. Good luck with the project.

ATB

Gordon

Hint: There are four errors in each version of the first two emails, and two errors in each version of the last two emails, i.e. 24 in total.

Student B

Work in pairs with one Student A and one Student B. Without showing your worksheets to each other, try to find differences between the Student A and Student B emails. Whenever they are different, one is wrong and the other is correct. Still without showing your worksheets to each other, work together to decide which is wrong, and change your version to match the correct version if yours was incorrect. Not every sentence has a mistake – if there is no difference between the Student A version and the Student B version, that means that there is no mistake and so you don't need to change that part.

Example

Student A: I'm really sorry but I'm flying to Hawaii for my honeymoon tonight.

Student B: I'm really sorry to fly to Hawaii for my honeymoon tonight.

Student B needs to change "to fly" to "but I'm flying"

Useful phrases for checking what your partner said

"Can you say that again (more slowly)?" / "Could you repeat the (last)...?"

"Did you say... (or...)?"

"How do you spell...?" / "Can you spell... (for me)?"

"Can I check that back?" / "Can I read that back (to check)?"

Useful phrases for discussing the activity

"Mine says..."

"... is different" / "The difference is..." / "Yours says... but mine says..."

"I think my/ your version is correct/ wrong because..."

"That sentence seems to be the same"

"Okay, let's move onto the next sentence/ next line/ next email"

Email 1 – formal enquiry

Dear Sirs or Madams

I write to you regarding your insurance for small and medium-sized enterprises. My three questions are below.

At first, could you tell me what size companies you offer insurance to? Our company only has three employees, so I'd like to know if such a small company is covered.

My second question is about contract length. If it is possible, we would like a 15-year contract.

Lastly, we may be interested in a policy that also covers reputation risk. Please give me some information on discounts for more extensive insurance.

I look forward to hearing from you.

Sincerely yours

Alex Case (Mr)

Email 2 – formal positive reply

Dear Mr Alex Case

Thank you very much for your interest in our products. Can you find my answers below?

In answer to your first question, there is no minimum size for our SME insurance. We would be very glad to offer your company whatever coverage you may be interested in.

You also ask us about contract lengths. I'm afraid but a 15-year contract is no longer allowed, but we would be very happy to offer you a 10-year contract if that is acceptable with you.

Regarding discounts, they are negotiable depending on how extensive the coverage is. If you can let us know more about your needs, we will be able to give you an initial quote.

We look forward to your reply.

Best regards

Harold Beam

Email 3 – informal request

Hi Gordon

How are you going? Hope you had a good weekend.

About the reorganisation of the HR department, could you possibly do me a favour? Can you have a quick look at the attached plan and see if I'm on the right track or not?

Thank you for your cooperation.

Dave

Email 4 – informal negative reply

Hi Dave

Good to hear you and congratulations on getting the project leader job.

I'm really sorry but I'm flying to Hawaii for my honeymoon tonight so I won't have a time to look at the plan. If you send it to Sally, she will probably be able to help.

Sorry about that. Good luck with the project.

ATB
Gordon

Hint: There are four errors in each version of the first two emails, and two errors in each version of the last two emails, i.e. 24 in total.

All errors stage

The emails below have all the mistakes from both versions of the emails above. From your memory or language knowledge, work together to find and correct all the errors. Different corrected versions to those above are also sometimes possible.

Email 1 – formal enquiry

Dear Sirs or Madams

I write to you regarding your insurance for small and medium-sized enterprises. My three questions is below.

At first, could you tell me what size companies you offer insurance to? Our company only has three employees, so I'd like to know if such a small company is covered.

My second question is about contract length. If you are possible, we would like a 15-year contract.

At last, we may be interested in a policy that also covers reputation risk. Please give me some information on discounts for more extensive insurance.

I look forward to hear from you.

Sincerely yours

Alex Case (Mr)

Email 2 – formal positive reply

Dear Mr Alex Case

Thank you very much for your interested in our products. Can you find my answers below?

As for your first question, there is no minimum size for our SME insurance. We would be very glad to offer your company whatever coverage you may be interested in.

You also ask us about contract lengths. I'm afraid but a 15-year contract is no longer allowed, but we would be very happy to offer you a 10-year contract if that is acceptable with you.

Regarding discounts, they are negotiable depending on how extensive the coverage is. If you can let us know more about your needs, we will be able to give you an initial quote.

We are waiting for your reply.

Best regard

Harold Beam

Email 3 – informal request

Hi Gordon

How are you going? Hope you have a good weekend.

About the reorganisation of the HR department, would you possibly do me a favour? Can you have a quick look at the attached plan and see if I'm on the right track or not?

Thank you for your cooperation.

Dave

Email 4 – informal negative reply

Hi Dave

Good to hear you and congratulations on getting the project leader job.

I'm really sorry but I'm flying to Hawaii for my honeymoon tonight so I won't have a time to look at the plan. If you will send it to Sally, she will probably be able to help.

Sorry to that. Good luck with the project.

ATB

Gordon

Hint: There are eight errors in each of the first two emails and two errors in each of the last two emails, i.e. 24 in total.

Check with your corrected versions of the first worksheets. Other corrections of the errors are possible, so please check if you changed those parts in other ways.

Test each other on the same language:

- Read out a sentence with an error for your partner to correct
- Read out a sentence with an error or with no error for your partner to correct or say is correct
- Read out a whole email with just one error (not many errors like the first task) and see if your partner can spot that one mistake
- Read out a correct sentence with a missing word for your partner to complete
- Read out email 1 or email 3 and see if your partner can make a suitable response email (with different emails to email 2 and email 4 also being fine)
- Read out an email which is similar to email 1 or email 3 but with as many details as possible changed and see if your partner can respond by email (also responding to their response if the exchange needs to continue)
- Read out a formal or informal request or enquiry email without looking at the worksheets and see if your partner can respond, continuing the email exchange until no more replies are needed

Email requests and enquiries coin game

Warm up

Roleplay email exchanges asking for information or asking for help, writing or saying the whole email each time and continuing until the end of the exchange. Try to include a good mix of requests and enquiries and a good mix of positive and negative responses.

Coin games

Responses coin games

Do the same, but flip a coin before you reply to an email request or email enquiry to decide if your response will be positive (heads) or negative (tails).

Do the same, but also flip after receiving a negative response to decide if you will accept it (heads) or try to find another solution (insisting, making a related request, etc – tails).

Situations coin games

Do the same, but also flip a coin to decide at least one of the things below before you start. Your teacher will tell you which section or sections to look at, or if you can choose.

Relationship

Heads = Informal/ Casual/ Friendly

Tails = Formal/ Polite

OR

Heads = Someone you have had contact with before

Tails = First contact with someone

Kind of email

Heads = Enquiry (= asking for information)

Tails = Request (e.g. asking for help with something)

Number of matters

Heads = Just one thing

Tails = More than one thing

Make me say yes or no coin game

Do the same, but instead of flipping the coin when you receive an enquiry or request, secretly flip before you send an enquiry or request to see if you should try to get a positive reply (e.g. by asking a very easy question) or if you should try to get a negative reply (e.g. by asking for something really big).

Heads = Try to get a positive response

Tails = Try to get a negative response

After they reply, show them which side of the coin is up so that they can see if they gave the response that you wanted or not.

Email enquiries and requests the same or different

Listen to your teacher read out some phrases related to email enquiries and requests and hold up one of the two cards that you were given depending on what you think about the meanings. If there are more than two, they are all the same or all different. Only think about the meaning (not formality, etc).

Label the lines below with S for the same or D for different. If you are not sure, try looking at the next line and coming back to that line later.

Check your answers as a class, then find examples of phrases which have the same meaning but different levels of formality.

Test each other on the phrases:

- Play the same raising cards game as before
- Read out two with different meanings and see if your partner can explain the difference
- Read out one from an "S" line and see if your partner can say something with the same meaning
- Read out two that vary by meaning or vary by formality and see if your partner can say what the difference is
- Read out two with different formality and see if your partner can say which is more formal
- Read out one which has a phrase with the same meaning but different formality next to it, and see if your partner can say a more formal version and/ or less formal version

Cards to hold up

The same	Different
The same	Different
The same	Different
The same	Different
The same	Different

Request and enquiries phrases with the same or different meanings

- Can you + verb...?/ Please + verb...
 - Can you...?/ I'd like you to...
 - Can you...?/ Could you...?/ Could you possibly...?/ Would you be able to...?
 - Please + verb.../ Would you...?/ I'd like you to...
 - Could you (possibly)...?/ I would be very grateful if you could.../ Would it be possible for you to...?/ I was wondering if you would be able to...
 - Could you possibly give me some help with...?/ Can you lend me a hand with...?
 - I'd like to ask about.../ I'd like to ask for...
 - I'd like to ask about.../ I'd like to enquire about...
 - We need some info on.../ We require some information about...
 - Any assistance you could give me in this matter would be gratefully accepted./ Any help at all would be greatly appreciated.
-
- I need it by Friday/ I need it before Friday
 - I need it by Friday/ I need it before Saturday
 - I need it by Friday/ I need it on Friday
 - I need it by Friday/ I need it until Friday
 - I need it till Friday/ I need it until Friday/ I need it 'til Friday
 - I need it in two days/ I need it the day after tomorrow
 - I need it in three days/ I need it three days later
 - I need it in three days/ I need it within three days
-
- I'm delighted to be able to inform you that.../ I'm happy to be able to tell you that...
 - I'm sorry to tell you that.../ I regret to inform you that...
 - Unfortunately,.../ I'm afraid.../ I'm sorry but.../ We regret to inform you that...
 - I'll do my best./ I'll do what I can./ I'll see what I can do.
 - I'll get back to you as soon as possible./ I'll contact you again as soon as I can.
 - straightaway/ immediately/ right away
 - I wish I could help you (but...)/ I'd like to be able to help you (but...)
 - As far as I'm aware,.../ As far as I know,...
 - As you know,.../ As you probably know,.../ As you might know,...
 - That is possible./ That may be possible.
 - It's only available to.../ It's limited to...
 - Thank you in advance./ Thanks./ Cheers.
 - Thank you in advance./ Thanks again.
 - Thank you in advance./ Thank you for your cooperation.
 - I look forward to hearing from you./ I look forward to hearing from you soon.
 - I look forward to hearing from you./ I'm looking forward to hearing from you./ Looking forward to hearing from you.
 - Thank you in advance./ Thanks for your understanding.
 - Thank you for your understanding./ Sorry I couldn't be more help.

Email complaints section

See also:

- Emailing line by line brainstorming page 34

Dealing with complaints jigsaw texts

Put the cards that you are given into order to make one email exchange related to complaints, using the logic of the situation and/ or changes in formality to help. Your teacher will tell you if you should deal the cards out and do it just by speaking and listening (without showing your cards to each other), or if you can put the cards down on the table so everyone can see.

Read the whole exchange out loud to check that it makes sense and that the emails get slightly more informal during the exchange (starting with the most formal email and ending with the most casual one).

Check as a class or with an un-cut-up version of the worksheets.

Underline informal language and draw circles around formal language in the emails, leaving medium-formality language as it is.

Check as a class or with the suggested answers.

Read out one of the emails and see if your partner can say a suitable response email, making sure that they use the same level of formality or just slightly more informal language.

Say your own email related to complaints and see if your partner can say a suitable email in response, including the right level of formality.

Do the same, but continuing until you reach the end of the exchange, e.g. until you receive a good response and so respond positively.

Cards to cut up/ Answer key

Dear Sir or Madam,

I am writing to you in connection with the last delivery of copper wire from your company.

We ordered three tons of high spec 0.5 mm copper wire on 15 March (order number GHT156N) and the shipment arrived on 10 April. The right amount and thickness of wire was received, so we used the wire as usual and sent the finished products out to our customers in May and June. However, in the middle of June we started to receive complaints from our customers that our products were not performing at their normal level.

After extensive testing, we found that the issue seems to be related to your wire, which did not quite meet your usual quality standards. It appears that we were not sent the correct kind of copper wire. I would be very grateful if you could investigate and find some kind of solution to this as soon as possible.

I look forward to hearing from you.

Sincerely yours,

Toni Chang (Ms.)

Dear Ms Chang

Thank you for your email of 29 June regarding a shipment of our copper wire.

We were very sorry to hear about your issues with our wire. Could you possibly send us a small sample of the wire in order for us to be able to investigate the matter? We will then get back to you straightaway. Please find my postal address below.

I'm looking forward to hearing from you.

Yours
Joseph Kingston

Joseph Kingston
Customer Service Department
Oimachi Steel
Waterloo Tower
London SE 1 2HP

.....
Dear Mr. Kingston,

Thank you very much for your rapid reply.

I have just sent 30 centimetres of the last shipment of wire to the address given in your email. I hope that is enough to do the necessary tests with.

If the wire doesn't arrive or if you need more, please do not hesitate to contact me.

Kind regards,

Toni
.....

Dear Toni

Thank you very much for sending the sample of wire, which we received on Monday.

We have done some quick tests and it seems that you were correct and we did not supply the correct kind of wire this time. We would like to apologise for this mistake. In compensation, we will be very happy to send you another delivery of the right kind of wire and not charge you for either delivery.

I hope that is acceptable with you.

Regards

Joseph
.....

Dear Joseph,

Sorry for my late reply. I had to discuss your offer with my boss.

Thanks a lot for your offer of free deliveries. Unfortunately, this is not really sufficient compensation in this case. This is because we will need to refund our own customers for all the products that we sent them. Our reputation has also suffered because of this problem. In total, we calculate the damage to be approximately \$2.3 million, and so expect to be compensated for around this amount.

If you need any more information on our calculations, please contact me. Looking forward to hearing from you.

All the best,

Toni
.....

.....
Dear Toni

Re: your demand for compensation.

Once again, we are very sorry for our error and for the inconvenience caused. However, I'm afraid we are a fairly small company and so are not able to pay several million dollars. Although it has been difficult, after several meetings with the top managers of my company, they have agreed to a payment of half a million dollars.

Please let me know if that is okay.

BR

Joe

.....
Hi Joe

Thanks for your reply.

We are very happy that you are willing to pay compensation, but \$500,000 is less than a quarter of the damage that was caused by your firm's mess-up. If you can't raise your offer, you can expect to hear from our lawyers in the next few days.

Looking forward to your reply.

Best

Toni

.....
Hi Toni

Sorry but we can't go any higher than 900k.

Sound OK?

Joe

.....
Joe

That's fine. Will phone later about the payment schedule.

Thanks for your help.

T

.....
Underline informal language and draw circles around formal language above.

Suggested answers

Formal phrases are **in bold** and informal phrases are underlined.

.....
Dear Sir or Madam,

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We ordered three tons of high spec 0.5 mm copper wire on 15 March (order number GHT156N) and the shipment arrived on 10 April. The right amount and thickness of wire was received, so we used the wire as usual and sent the finished products out to our customers in May and June. **However**, in the middle of June we started to receive complaints from our customers that our products were not performing at their normal level.

After extensive testing, we found that the issue **seems to be related to** your wire, which **did not quite meet your usual quality standards**. **It appears that we were not sent** the correct kind of copper wire. **I would be very grateful if you could** investigate and find some kind of solution to this as soon as possible?

I look forward to hearing from you.

Sincerely yours,

Toni Chang (Ms.)
.....

Dear Ms Chang

Thank you for your email **of 29 June regarding** a shipment of our copper wire.

We were very sorry to hear about your issues with our wire. **Could you possibly** send us a small sample of the wire **in order for us to be able to investigate the matter?** We will then get back to you straightaway. Please find my postal address below.

I'm looking forward to hearing from you.

Yours
Joseph Kingston

Joseph Kingston
Customer Service Department
Oimachi Steel
Waterloo Tower
London SE 1 2HP
.....

.....
Dear Mr. Kingston,

Thank you very much for your rapid reply.

I have just sent 30 centimetres of the last shipment of wire to the address given in your email. I hope that is enough to do the necessary tests with.

If the wire doesn't arrive or if you need more, **please do not hesitate to contact me.**

Kind regards,

Toni

.....
Dear Toni

Thank you very much for sending the sample of wire, **which we received** on Monday.

We have done some quick tests and it seems that you were correct and we did not supply the correct kind of wire this time. **We would like to apologise for this mistake. In compensation, we will be very happy to** send you another delivery of the right kind of wire and not charge you for either delivery.

I hope that is acceptable with you.

Regards

Joseph

.....
Dear Joseph,

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Thanks a lot for your offer of free deliveries. **Unfortunately,** this is not really sufficient compensation in this case. **This is because** we will need to refund our own customers for all the products that we sent them. Our reputation has also suffered because of this problem. In total, we calculate the damage to be approximately \$2.3 million, and so expect to be compensated for around this amount.

If you need any more information on our calculations, please contact me. Looking forward to hearing from you.

All the best,

Toni

Dear Toni

Re: your demand for compensation.

Once again, we are very sorry for our error and for the inconvenience caused. However, I'm afraid we are a fairly small company and so are not able to pay several million dollars. Although it has been difficult, after several meetings with the top managers of my company, they have agreed to a payment of half a million dollars.

Please let me know if that is okay.

BR

Joe

.....
Hi Joe

Thanks for your reply.

We are very happy that you are willing to pay compensation, but \$500,000 is less than a quarter of the damage that was caused by your firm's mess-up. If you can't raise your offer, you can expect to hear from our lawyers in the next few days.

Looking forward to your reply.

Best

Toni

.....
Hi Toni

Sorry but we can't go any higher than 900k.

Sound OK?

Joe

.....
Joe

That's fine. Will phone later about the payment schedule.

Thanks for your help.

I

Brainstorming stage 1

Without looking above, decide if each phrase below is formal or informal, then brainstorm a phrase with the same meaning and the opposite level of formality. Many phrases not above are also okay.

Opening

Opening greeting

Hi

Hi Toni/ Hi/ Toni

Opening line

Writing about...

That was quick!

First, let me apologise for my slow reply.

Body of the email

The problem is clearly because of your wire.

Sorry about that.

Can you send... so we can...?

You obviously sent us the wrong kind of copper wire.

To make up for that, we can send...

Unfortunately, it will not really be possible for us to go above nine hundred thousand dollars.

We are willing to accept your offer.

Closing

Closing line

Looking forward to hearing from you.

Any problems or questions, just let me know.

I hope that is acceptable with you.

Closing greeting

Best regards

Name at the end

T

Look at the model emails above to start checking your answers, first of all looking at the first version (the version without bold and underlining).

Brainstorming stage 2

Brainstorm formal and informal phrases into the gaps below. Ones not above are also OK.

Opening greeting

Opening line

Complaints

(Positive and negative) responses to complaints

Responding to responses to complaints

Closing line

Closing greeting

Name at the end

*Check above, the first time with your pen down and memorising suitable answers.
Brainstorm more, then compare your extras as a class and/ or with the list of phrases from
page 368.*

Dealing with email complaints chain writing game

Take one copy of the worksheet each. Write something in the top gap ("_____"), fold the paper along the dotted line (.....) so that what you wrote cannot be seen, pass the paper to the next person to do the same with the next line, and take one from someone else to do the same thing to. Continue writing, folding and passing until the whole emails are finished, each time not looking at what previous people wrote. Pass the email one more time after it is finished, unfold the paper that you receive so that you can read the whole email, then discuss if the email makes sense or not and why.

Dear _____ (choose the name of a famous person)

.....fold.....

Thank you for your email of _____ (write a date).

.....fold.....

I am sorry about/ for/ that _____.

.....fold.....

This was because _____.

.....fold.....

To make up for this we would like to offer _____.

.....fold.....

Alternatively, it might be possible for us to _____.

.....fold.....

I hope that one of those alternatives is acceptable to you. If so, please let us know by _____ which of these you would prefer.

.....fold.....

Once again, please accept our sincerest apologies for any inconvenience caused. If you have any further issues with this, please contact me _____.

.....fold.....

Yours sincerely

_____ (write name of another famous person)

Gapfill stage

Put one word into each gap in the example email below. Words not above may also be possible.

Dear _____ Trump

_____ you for your email of 1 Jan 2000.

I am _____ about the problem with your golf ball. This was _____ we accidentally delivered platinum instead of gold.

To make _____ for this we would like to offer you one night free in our hotel. Alternatively, it _____ be possible for us to give some financial compensation.

I hope one of those alternatives is _____ to you. If so, please let us know _____ the end of today which of these you would prefer.

Once again, _____ accept our sincerest _____ for any inconvenience caused. If you have any further issues with this, please contact me by fax or letter.

Yours _____

The Sultan of Brunei

Check your answers with the email above. Other answers may be possible, so please check if you wrote something different.

Discuss how good or bad the completed email on this page is, talking about how the email is organised/ laid-out, the language in it, the information which is included, its level of formality, etc.

Write an email with a complaint such as the email before this one. Make a second version with gaps for another group to complete, pass it to them, look at their completed version, then comment on what they wrote.

Dealing with problems and complaints by email politeness competition

What is wrong with all the phrases below?

Emails with problems and complaints

Opening line giving the (general) topic of the complaint

About...

Body of the complaint email

Explaining the problem or complaint

... was absolutely awful.

I'm absolutely furious about...

What I was told about the course was total rubbish.

Asking for action

..., so please sort it out ASAP.

Give me a full refund.

Closing an email with problems or complaints

I expect to hear from you ASAP.

I'll be much happier when you've done this. Don't forget!

Emails dealing with problems and complaints

Opening line mentioning the other person's complaint

It was great to get your complaint!

About your complaint,...

Apologising

Whoops!

Being sympathetic (but not actually apologising)

You poor thing!/ Poor you!/ What a bummer!

Giving reasons for the problem

Obviously, it was because of...

Someone totally forgot to...

Negative replies/ Giving bad news

Sorry, but...

That is totally impossible.

Asking for more information about the problem or complaint

That's not enough information. You need to tell me more.

Suggesting solutions (for them to try themselves)

What about...?

Offering future action

You can have a 25% refund, but not a penny more.

Don't worry, won't happen again.

Closing line for an email dealing with problems or complaints

OK?

Like I said, we are very very very sorry.

Any more problems, just let me know.

Please don't write again until I've sorted this out.

Answer: All the phrases above are likely to be too informal for your emails dealing with problems and complaints.

Choose one of the phrases above and take turns making more and more polite versions until one of you gives up or says something that is less formal than the last thing that was said. Discuss which of those phrases is probably best in real life, then choose another phrase and do the same thing.

Rank the examples in each section below from 1 for the most casual/ most informal/ most impolite/ rudest to 3, 4, 5 or 6 for the most polite/ most formal.

Formal and informal phrases to rank

Emails with problems and complaints

Opening line giving the (general) topic of the complaint

- About...
- I am writing to you regarding...
- I'm writing to you about...
- Re:...

Body of the complaint email

Explaining the problem or complaint

- ... did not meet the high standards that I had come to expect.
- ... did not meet the standards that I expected.
- ... was absolutely awful.
- ... was not acceptable.
- ... was terrible.

- I'm absolutely furious about...
- I'm not entirely satisfied with...
- I'm not satisfied with...
- I'm very unhappy about...

- What I was told about the course does not seem to be totally accurate.
- What I was told about the course was not right.
- What I was told about the course was not totally accurate.
- What I was told about the course was total rubbish.
- What I was told about the course was wrong.

Asking for action

- ..., so please sort it out ASAP.
- Can you therefore sort it out as soon as possible?
- Therefore, could you check the situation and get back to me as soon as you can?

- As is written in the contract, I am due a full refund.
- Give me a full refund.
- Given that situation, I think I am due a refund.
- In this kind of situation, I believe I am due some kind of a refund.
- Please give me a full refund.

Closing an email with problems or complaints

- I expect to hear from you ASAP.
- I'm looking forward to hearing from you.
- Looking forward to hearing from you.

- Any assistance that you could give me in this matter would be greatly appreciated.
- Cheers.
- I'll be much happier when you've done this. Don't forget!
- Thanks a lot.
- Thanks.

Emails dealing with problems and complaints

Opening line mentioning the other person's complaint

- It was great to get your complaint!
- Thank you for bringing this matter to my attention.
- Thanks for letting me know.
- Thanks for your email.

- About your complaint,...
- Re: the matter that you wrote about,...
- Regarding the issue which you informed me about,...

Apologising

- First of all, let me say how sorry I am for...
- I'm really sorry about...
- Please accept our apologies for...
- Sorry about...
- Sorry!!
- Whoops!

Being sympathetic (but not actually apologising)

- I'm sorry to hear that.
- I'm very sorry to hear about...
- You poor thing!/ Poor you!/ What a bummer!

Giving reasons for the problem

- As you can imagine, the reason was...
- As you might have guessed, this was due to...
- Obviously, it was because of...

- ... didn't remember to...
- ... doesn't seem to have remembered to...
- Someone totally forgot to...

Negative replies/ Giving bad news

- I regret to inform you that...
- I'm afraid...
- Sorry, but...
- Unfortunately,...

- That is not possible.
- That is not really possible.
- That is totally impossible.

Asking for more information about the problem or complaint

- Before dealing with your situation, we need some more details on what exactly...
- Before replying, I need some more info on what happened.
- In order to deal with this properly, can I just check exactly what the problem was?
- That's not enough information. You need to tell me more.

Suggesting solutions (for them to try themselves)

- Have you thought about...?
- How about...?
- The best solution is probably...
- What about...?

Offering future action

- We are delighted to be able to offer you a 25% refund.
- We are happy to be able to offer you a 25% refund.
- We can offer you a 25% refund.
- You can have a 25% refund, but not a penny more.
- You can have a 25% refund.

- Don't worry, won't happen again.
- Please don't worry, it won't happen again.
- Please rest assured that this will not reoccur.
- We'll make sure that this is the last time that this happens.

Closing line for an email dealing with problems or complaints

- Does that sound okay?
- I hope that is acceptable with you.
- OK?
- Sound OK?

- Again, please accept my apologies for any inconvenience caused.
- As I said, really sorry about all that.
- Like I said, we are very very very sorry.
- Once again, please accept our sincerest apologies for any inconvenience that might have been caused.

- Any more problems, just let me know.
- If there are any further problems, please do not hesitate to contact me.
- If there are any more problems, please contact me.
- If there are any more problems, please let me know.

- Please don't write again until I've sorted this out.
- Thank you for your patience.
- Thanks for your patience.

Check as a class or with the suggested answers below.

Suggested answers

Many other more polite phrases are possible, so please ask if you thought of something different during the game.

Emails with problems and complaints

Opening line giving the (general) topic of the complaint

1. About...
2. Re:...
3. I'm writing to you about...
4. I am writing to you regarding...

Body of the complaint email

Explaining the problem or complaint

1. ... was absolutely awful.
2. ... was terrible.
3. ... was not acceptable.
4. ... did not meet the standards that I expected.
5. ... did not meet the high standards that I had come to expect.

1. I'm absolutely furious about...
2. I'm very unhappy about...
3. I'm not satisfied with...
4. I'm not entirely satisfied with...

1. What I was told about the course was total rubbish.
2. What I was told about the course was wrong.
3. What I was told about the course was not right.
4. What I was told about the course was not totally accurate.
5. What I was told about the course does not seem to be totally accurate.

Asking for action

1. ..., so please sort it out ASAP.
2. Can you therefore sort it out as soon as possible?
3. Therefore, could you check the situation and get back to me as soon as you can?

1. Give me a full refund.
2. Please give me a full refund.
3. As is written in the contract, I am due a full refund.
4. Given that situation, I think I am due a refund.
5. In this kind of situation, I believe I am due some kind of a refund.

Closing an email with problems or complaints

1. I expect to hear from you ASAP.
 2. Looking forward to hearing from you.
 3. I'm looking forward to hearing from you.
-
1. I'll be much happier when you've done this. Don't forget!
 2. Cheers.
 3. Thanks.

4. Thanks a lot.
5. Any assistance that you could give me in this matter would be greatly appreciated.

Emails dealing with problems and complaints

Opening line mentioning the other person's complaint

1. It was great to get your complaint!
 2. Thanks for your email.
 3. Thanks for letting me know.
 4. Thank you for bringing this matter to my attention.
-
1. About your complaint,...
 2. Re: the matter that you wrote about,...
 3. Regarding the issue which you informed me about,...

Apologising

1. Whoops!
2. Sorry!!
3. Sorry about...
4. I'm really sorry about...
5. First of all, let me say how sorry I am for...
6. Please accept our apologies for...

Being sympathetic (but not actually apologising)

1. You poor thing!/ Poor you!/ What a bummer!
2. I'm sorry to hear that.
3. I'm very sorry to hear about...

Giving reasons for the problem

1. Obviously, it was because of...
 2. As you can imagine, the reason was...
 3. As you might have guessed, this was due to...
-
1. Someone totally forgot to...
 2. ... didn't remember to...
 3. ... doesn't seem to have remembered to...

Negative replies/ Giving bad news

1. Sorry, but...
 2. I'm afraid...
 3. Unfortunately,...
 4. I regret to inform you that...
-
1. That is totally impossible.
 2. That is not possible.
 3. That is not really possible.

Asking for more information about the problem or complaint

1. That's not enough information. You need to tell me more.
2. Before replying, I need some more info on what happened.
3. Before dealing with your situation, we need some more details on what exactly...
4. In order to deal with this properly, can I just check exactly what the problem was?

Suggesting solutions (for them to try themselves)

1. What about...?
2. How about...?
3. Have you thought about...?
4. The best solution is probably...

Offering future action

1. You can have a 25% refund, but not a penny more.
 2. You can have a 25% refund.
 3. We can offer you are 25% refund.
 4. We are happy to be able to offer you a 25% refund.
 5. We are delighted to be able to offer you are 25% refund.
-
1. Don't worry, won't happen again.
 2. Please don't worry, it won't happen again.
 3. We'll make sure that this is the last time that this happens.
 4. Please rest assured that this will not reoccur.

Closing line for an email dealing with problems or complaints

1. OK?
 2. Sound OK?
 3. Does that sound okay?
 4. I hope that is acceptable with you.
-
1. Like I said, we are very very very sorry.
 2. As I said, really sorry about all that.
 3. Again, please accept my apologies for any inconvenience caused.
 4. Once again, please accept our sincerest apologies for any inconvenience that might have been caused.
-
1. Any more problems, just let me know.
 2. If there are any more problems, please let me know.
 3. If there are any more problems, please contact me.
 4. If there are any further problems, please do not hesitate to contact me.
-
1. Please don't write again until I've sorted this out.
 2. Thanks for your patience.
 3. Thank you for your patience.

Brainstorming stage

Without looking above for now, brainstorm at least two suitable phrases into the spaces below for each of the functions given. Suitable informal phrases are also okay as long as they have the function given and aren't actually rude/ impolite.

Emails with problems and complaints

Opening line giving the (general) topic of the email

Explaining the problem or complaint

Asking for action

Closing an email with problems or complaints

Emails dealing with problems and complaints

Opening line

Apologising

Being sympathetic (but not actually apologising)

Giving reasons

Negative replies/ Giving bad news

Asking for more information about the problem or complaint

Suggesting solutions (for them to try themselves)

Talking about actions to deal with or make up for the problem

Closing line for an email dealing with problems or complaints

Look above, brainstorm more, then compare your extra ideas a class or with the list from page 368.

Dealing with problems and complaints by email writing game

Work in groups of two or three. Each group both has a problem/ complaint and has to deal with other people's problems/ complaints, e.g. writing about a problem/ complaint to the group on your right and receiving similar emails from the group on your left at the same time. You will communicate by "emails" written by hand on pieces of paper that your teacher will pass from group to group. You must not speak to the other groups. When the teacher stops the game, you will get one point for each agreement that the other groups vote that you got the best out of, e.g. one point if you managed not to do anything when the other group demanded some action, or one point if you got enough compensation when you complained. If you manage to deal with more than one complaint or problem from the other group, that will improve your chances of getting at least one point. Make sure that you remember what compensation is agreed each time in order to be ready for the feedback and scoring stage after you finish.

Suggested things to complain about	
Suggested topics to talk about	Suggested problems
Boss/ Supervisor	already passed
Cleaning/ Tidiness	broken/ damaged
Colleagues/ Peers	broken down/ not working/ unreliable
Communications (e.g. email)	difficult to find
Delivery	difficult to understand
Discrimination (e.g. sexism or racism)	double booked
Disputes/ Disagreements	failed
Documents/ Materials/ Publications	inadequate/ not... enough
Education/ Training (testing/ grading, etc)	incorrect/ wrong
Equipment/ Technology/ IT	insufficient/ lack of...
Harassment (e.g. bullying)	late
Health	lazy
Information	lost/ missing
Language (e.g. translation)	moved
Map/ Directions	need a refund
Misbehaviour (e.g. cheating)	need to cancel/ change
Money/ Cost/ Payment (funding, etc)	no reply
Organisation	rude
People (e.g. staff, students or family)	run out
Places (e.g. accommodation)	too...
Policies/ Rules	short
Service/ Customer service	slow
Specs/ Specifications	small
Supplies (bathroom supplies, stationery, etc)	strict
Time (e.g. deadline, length of time)	unfair
Transport/ Travel	unwanted
Working together	without (due) notice
	without permission
	without informing people

Tell the class about what compensation you agreed to and see who they vote got the best deal in each case. Vote on other groups' deals in the same way, then see which group from the whole class wins.

Job application cover letters section

See also:

- Emailing line by line brainstorming page 34

Application emails chain writing game

Take one copy of the worksheet each. Write something in the top gap ("_____"), fold the paper along the dotted line (.....) so that what you wrote cannot be seen, pass the paper to the next person to do the same with the next line, and take one from someone else to do the same thing to. Continue writing, folding and passing until the whole emails are finished, each time not looking at what previous people wrote. Pass the email one more time after it is finished, unfold the paper that you receive so that you can read the whole email, then discuss if the email makes sense or not and why.

Dear Sir or Madam

I am writing to apply for the position of _____, ref no. _____
.....fold.....

... which I saw advertised in _____ on _____
.....fold.....

I am particularly interested in this job because I have many years of experience of _____
.....fold.....

In the future I am looking for a job in which I can _____
.....fold.....

People generally say that I am a very _____ person.
.....fold.....

If you need job references, please write to _____
.....fold.....

I am available for interview _____
.....fold.....

... and can start work _____
.....fold.....

If you need any more information, please do not hesitate to contact me. I look forward to hearing from you and meeting you soon.

Sincerely yours
_____ (_____)

Gapfill stage

Without looking above, put one word into each gap of an example email like those you completed before. Words not above may also be possible.

Dear Sir or _____

I am writing _____ apply for the position of head of the UN, ref no. UN001, which I saw advertised _____ the National Enquirer on Monday.

I am particularly interested _____ this job because I have many years _____ experience of dealing with conflict in my family.

In the future I am looking for a job in _____ I can travel to dangerous places.

People generally _____ that I am a very calm and organised person.

If you need job _____, please write to Bill Gates at saint_bill@microsoft.com.

I am _____ for interview both remotely and face to face at any time.

... and _____ start work straightaway.

If you need any more information, please do _____ hesitate to contact me. I _____ forward to hearing from you and meeting you soon.

Sincerely _____
M. Trump (_____)

Discuss how good or bad the completed email on this page is, talking about how the email is organised/ laid-out, the language in it, the information which is included, its level of formality, etc.

Write a response to the email above. Make a second version with gaps for another group to complete, pass it to them, look at their completed version, then comment on what they wrote.

Negotiating by email section

Negotiating by email jigsaw text

Without looking below, put the emails about working conditions that you have been given into the order that you think they were probably written in, from the original proposal to the final agreement. Your teacher will tell you if you should do it without showing the emails to each other just by speaking and listening, or if you can lay the cards down on the table so that you can all see them.

Read through the whole email exchange out loud to check the order. Make sure that questions and answers go together, that the emails go HR/ applicant/ HR etc (i.e. that there aren't two emails by the same person next to each other), and that they get slightly more informal from email to email.

Circle (very) formal/ polite language and underline informal/ casual language in the emails. You don't do need to do anything with medium level/ neutral/ standard business level language. The emails get more and more informal as the exchange of emails goes on (slightly faster than they would get more casual in real life), so you will probably start with lots of circles and end with lots of underlining, with a mix or neither in the middle emails.

Check your answers as a class or with un-cut-up copies of the worksheets.

Brainstorm negotiating language into the table below.

Proposals	Positive answers/ Accepting	Negative answers/ Rejecting

Look at the emails above and/ or the mixed phrases below for ideas, brainstorm more, then compare your extra ideas as a class.

Mixed version/ Worksheets to cut up

Dear John

Thanks for your questions and for the detailed explanation of your position.

Dealing with the bonus first, this system was imposed by the shareholders at the last Annual General Meeting, perhaps due to recent problems in some companies with directors cashing out before the long-term consequences of their decisions became clear. Because it was decided at the AGM, I hope you can understand that this is non-negotiable.

Regarding the starting date, I'm afraid three months would be a little late for us. Could you perhaps consider starting with us before the conference but still representing your previous company there?

Moving onto your duties as a trustee, we are of course delighted that you have such a useful and prestigious position. However, I'm afraid Monday morning is a particularly crucial time in the operation of the company. Would it be possible to move the museum meetings to another day of the week?

I hope these proposals are okay with you. Looking forward to your reply.

All the best
Wanda

Dear Mr. Smith

Thank you for your reply.

We're very glad to hear that you are interested in the job. The answers to your questions about conditions are below.

In answer to your question about the financial rewards, the standard package is \$750,000 P.A. plus a bonus, paid two years later based on the financial performance of the company. In terms of duties, as well as being in charge of the Commercial Insurance department, you would also be expected to attend board meetings and lead some special projects made up of inter-departmental teams. As for the starting date, we'd preferably like you to start within the next six weeks, if possible.

I hope that answers all your questions. If you have any more questions, please don't hesitate to contact me.

Yours
Wanda

Dear Mr. Smith,

Thank you very much for attending an interview at our company last week.

We are very pleased to announce that we would like to offer you the position of Head of Commercial Insurance. We would be very grateful if you could inform us as soon as possible if you are able to accept this position.

If you require any further information about the job before making your decision, please do not hesitate to contact us. We look forward to hearing from you soon.

Sincerely yours,

Wanda Kane (Ms.)
Head of HR
HLRB Ltd

Dear Ms Kane

Thank you very much for your email offering me the position of Head of Commercial Insurance. It is a great honour to be offered the job.

I would be absolutely delighted to accept the position depending, of course, on the conditions. I would be grateful if you could give me some more information on the financial conditions, responsibilities, and expected starting date.

Thank you once again for offering me the position. I look forward to hearing from you.

Best regards

John Smith

Dear Wanda

Thanks for your quick reply.

First of all, I'd like to emphasise that, as I said in my last email, I would definitely be interested in taking the job. Before officially accepting the position, however, I should probably explain some particular circumstances that I have. I also have just one question about the bonus.

Firstly, I'm afraid it will be rather difficult for me to start within less than three months, due to a prior commitment to represent my present company at the Annual Conference of Japanese Insurers the month after next. The second situation that I have is being a member of the board of trustees of the Museum of Western Art in Tokyo. Board meetings are presently on Monday mornings. I might need to start from midday on Mondays, if that is acceptable with you.

Turning to the bonus, I was wondering what the reason for paying two years later might be, as I haven't come across this system before. Might it be possible to agree a shorter period such as one year?

I'm looking forward to hearing from you.

Regards
John

Hi John

Thanks for your mail and for helping us come up with solutions.

We're delighted to tell you that we are able to accept all the proposals in your last email. Please find a copy of the contract for you to sign attached.

Looking forward to working together soon.

BW

Wanda

Hi Wanda

Thanks for your very clear answers.

About the bonus, I of course fully understand your position on this. I wouldn't ask for any kind of special treatment in this kind of case, and so totally accept what you propose. Given that, I hope you can accept that the museum trustee meetings are also not something that can easily be changed. Would taking less time off perhaps be okay, say just until 10:30 a.m.?

Re the conference, I'm afraid your proposal is also slightly difficult. I wouldn't feel very comfortable being associated with two companies at the same time, so unfortunately I can't really accept what you suggest. How about just starting with you straight after the conference, i.e. in two months?

Sorry about all the complications. Hope you still feel that you can offer me the position.

Best wishes

John

Thanks Wanda

Have attached the signed contract.

Thanks again for all yr help. CU soon!

J

Partial answer key/ In order version

Dear Mr. Smith,

Thank you very much for attending an interview at our company last week.

We are very pleased to announce that we would like to offer you the position of Head of Commercial Insurance. We would be very grateful if you could inform us as soon as possible if you are able to accept this position.

If you require any further information about the job before making your decision, please do not hesitate to contact us. We look forward to hearing from you soon.

Sincerely yours,

Wanda Kane (Ms.)
Head of HR
HLRB Ltd

Dear Ms Kane

Thank you very much for your email offering me the position of Head of Commercial Insurance. It is a great honour to be offered the job.

I would be absolutely delighted to accept the position depending, of course, on the conditions. I would be grateful if you could give me some more information on the financial conditions, responsibilities, and expected starting date.

Thank you once again for offering me the position. I look forward to hearing from you.

Best regards

John Smith

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Thank you for your reply.

We're very glad to hear that you are interested in the job. The answers to your questions about conditions are below.

In answer to your question about the financial rewards, the standard package is \$750,000 P.A. plus a bonus, paid two years later based on the financial performance of the company. In terms of duties, as well as being in charge of the Commercial Insurance department, you would also be expected to attend board meetings and lead some special projects made up of inter-departmental teams. As for the starting date, we'd preferably like you to start within the next six weeks, if possible.

I hope that answers all your questions. If you have any more questions, please don't hesitate to contact me.

Yours
Wanda

Dear Wanda

Thanks for your quick reply.

First of all, I'd like to emphasise that, as I said in my last email, I would definitely be interested in taking the job. Before officially accepting the position, however, I should probably explain some particular circumstances that I have. I also have just one question about the bonus.

Firstly, I'm afraid it will be rather difficult for me to start within less than three months, due to a prior commitment to represent my present company at the Annual Conference of Japanese Insurers the month after next. The second situation that I have is being a member of the board of trustees of the Museum of Western Art in Tokyo. Board meetings are presently on Monday mornings. I might need to start from midday on Mondays, if that is acceptable with you.

Turning to the bonus, I was wondering what the reason for paying two years later might be, as I haven't come across this system before. Might it be possible to agree a shorter period such as one year?

I'm looking forward to hearing from you.

Regards
John

Dear John

Thanks for your questions and for the detailed explanation of your position.

Dealing with the bonus first, this system was imposed by the shareholders at the last Annual General Meeting, perhaps due to recent problems in some companies with directors cashing out before the long-term consequences of their decisions became clear. Because it was decided at the AGM, I hope you can understand that this is non-negotiable.

Regarding the starting date, I'm afraid three months would be a little late for us. Could you perhaps consider starting with us before the conference but still representing your previous company there?

Moving onto your duties as a trustee, we are of course delighted that you have such a useful and prestigious position. However, I'm afraid Monday morning is a particularly crucial time in the operation of the company. Would it be possible to move the museum meetings to another day of the week?

I hope these proposals are okay with you. Looking forward to your reply.

All the best
Wanda

Hi Wanda

Thanks for your very clear answers.

About the bonus, I of course fully understand your position on this. I wouldn't ask for any kind of special treatment in this kind of case, and so totally accept what you propose. Given that, I hope you can accept that the museum trustee meetings are also not something that can easily be changed. Would taking less time off perhaps be okay, say just until 10:30 a.m.?

Re the conference, I'm afraid your proposal is also slightly difficult. I wouldn't feel very comfortable being associated with two companies at the same time, so unfortunately I can't really accept what you suggest. How about just starting with you straight after the conference, i.e. in two months?

Sorry about all the complications. Hope you still feel that you can offer me the position.

Best wishes

John

Hi John

Thanks for your mail and for helping us come up with solutions.

We're delighted to tell you that we are able to accept all the proposals in your last email. Please find a copy of the contract for you to sign attached.

Looking forward to working together soon.

BW

Wanda

Thanks Wanda

Have attached the signed contract.

Thanks again for all yr help. CU soon!

J

Answers with formal and informal language highlighted

Formal parts are in **bold** and informal parts are underlined.

Dear Mr. Smith,

Thank you very much for attending an interview at our company last week.

We are very pleased to announce that we would like to offer you the position of Head of Commercial Insurance. **We would be very grateful if you could inform us** as soon as possible if you are able to accept this position.

If you require any further information about the job before making your decision, **please do not hesitate to contact us. We look forward to** hearing from you soon.

Sincerely yours,

Wanda Kane (Ms.)
Head of HR
HLRB Ltd

Dear Ms Kane

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I would be absolutely delighted to accept the position depending, of course, on the conditions. **I would be grateful if you could** give me some more information on the financial conditions, responsibilities, and expected starting date.

Thank you once again for offering me the position. **I look forward to** hearing from you.

Best regards

John Smith

Dear Mr. Smith

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We're very glad to hear that you are interested in the job. The answers to your questions about conditions are below.

In answer to your question about the financial rewards, the standard package is \$750,000 P.A. plus a bonus, paid two years later based on the financial performance of the company. In terms of duties, as well as being in charge of the Commercial Insurance department, you would also be expected to attend board meetings and lead some special projects made up of inter-departmental teams. As for the starting date, we'd **preferably** like you to start within the next six weeks, **if possible**.

I hope that answers all your questions. If you have any more questions, please don't hesitate to contact me.

Yours
Wanda

Dear Wanda

Thanks for your quick reply.

First of all, I'd like to emphasise that, as I said in my last email, I would definitely be interested in taking the job. Before officially accepting the position, however, **I should probably explain** some particular circumstances that I have. I also have just one question about the bonus.

Firstly, **I'm afraid it will be rather difficult for me to** start within less than three months, due to a prior commitment to represent my present company at the Annual Conference of Japanese Insurers the month after next. The second situation that I have is being a member of the board of trustees of the Museum of Western Art in Tokyo. Board meetings are presently on Monday mornings. **I might need to** start from midday on Mondays, **if that is acceptable with you**.

Turning to the bonus, **I was wondering** what the reason for paying two years later might be, as I haven't come across this system before. **Might it be possible to agree** a shorter period such as one year?

I'm looking forward to hearing from you.

Regards
John

Dear John

Thanks for your questions and for the detailed explanation of your position.

Dealing with the bonus first, this system was imposed by the shareholders at the last Annual General Meeting, perhaps due to recent problems in some companies with directors cashing out before the long-term consequences of their decisions became clear. Because it was decided at the AGM, **I hope you can understand that** this is non-negotiable.

Regarding the starting date, **I'm afraid** three months **would be a little** late for us. **Could you perhaps consider** starting with us before the conference but still representing your previous company there?

Moving onto your duties as a trustee, we are of course delighted that you have such a useful and prestigious position. However, I'm afraid Monday morning is a particularly crucial time in the operation of the company. **Would it be possible to** move the museum meetings to another day of the week?

I hope these proposals are okay with you. Looking forward to your reply.

All the best
Wanda

Hi Wanda

Thanks for your very clear answers.

About the bonus, **I of course fully understand** your position on this. I wouldn't ask for any kind of special treatment in this kind of case, and so totally accept what you propose. Given that, **I hope you can accept that** the museum trustee meetings are also not something that can easily be changed. **Would** taking less time off **perhaps be okay**, say just until 10:30 a.m.?

Re the conference, **I'm afraid your proposal is also slightly difficult. I wouldn't feel very comfortable** being associated with two companies at the same time, so **unfortunately I can't really accept** what you suggest. How about just starting with you straight after the conference, i.e. in two months?

Sorry about all the complications. Hope you still feel that you can offer me the position.

Best wishes

John

Hi John

Thanks for your mail and for helping us come up with solutions.

We're delighted to tell you that we are able to accept all the proposals in your last email. Please find a copy of the contract for you to sign attached.

Looking forward to working together soon.

BW

Wanda

Thanks Wanda

Have attached the signed contract.

Thanks again for all yr help. CU soon!

J

Mixed language for negotiating by email

Use the mixed phrases below from the emails to help with the putting phrases into the table above.

- (Given that,) I hope you can accept that... are (also) not something that can easily be changed.
- (We are very pleased to announce that) we would like to offer you...
- About..., I of course fully understand your position on this.
- Because... I hope you can understand that this is non-negotiable.
- Before officially accepting..., however,...
- Could you perhaps consider...?
- Have attached the signed contract.
- How about (just)...?
- I might need to..., if that is acceptable with you.
- I should probably explain some particular circumstances...
- I would be absolutely delighted to accept...
- I wouldn't ask for any kind of special treatment in this kind of case, and so totally accept what you propose.
- I wouldn't feel very comfortable..., so unfortunately I can't really accept what you suggest.
- I'd like to emphasise that I would definitely be interested in...
- I'm afraid it will be rather difficult for me to... due to a prior commitment to...
- I'm afraid... is a particularly crucial time...
- I'm afraid... would be a little... for us.
- Might it be possible to agree...?
- Please find a copy of the contract for you to sign attached.
- Re..., I'm afraid your proposal is also slightly difficult.
- The second situation that I have is...
- We'd preferably like you to..., if possible.
- We're delighted to tell you that we are able to accept all the proposals in your last email.
- Would it be possible to...?
- Would... perhaps be okay, say (just)...?

Suggested negotiating phrases

Proposals	Positive answers/ Accepting	Negative answers/ Rejecting
<p>(We are very pleased to announce that) we would like to offer you...</p> <p>We'd preferably like you to..., if possible.</p> <p>I might need to..., if that is acceptable with you.</p> <p>Might it be possible to agree...?</p> <p>Could you perhaps consider...?</p> <p>Would it be possible to...?</p> <p>How about (just)...?</p>	<p>I would be absolutely delighted to accept...</p> <p>I'd like to emphasise that I would definitely be interested in...</p> <p>About..., I of course fully understand your position on this.</p> <p>I wouldn't ask for any kind of special treatment in this kind of case, and so totally accept what you propose. (Given that,) I hope you can accept that... are (also) not something that can easily be changed.</p> <p>Would... perhaps be okay, say (just)...?</p> <p>We're delighted to tell you that we are able to accept all the proposals in your last email.</p> <p>Please find a copy of the contract for you to sign attached.</p> <p>Have attached the signed contract</p>	<p>Before officially accepting..., however,...</p> <p>I should probably explain some particular circumstances...</p> <p>I'm afraid it will be rather difficult for me to... due to a prior commitment to...</p> <p>The second situation that I have is...</p> <p>Because... I hope you can understand that this is non-negotiable.</p> <p>I'm afraid... would be a little... for us.</p> <p>I'm afraid... is a particularly crucial time...</p> <p>Re..., I'm afraid your proposal is also slightly difficult.</p> <p>I wouldn't feel very comfortable..., so unfortunately I can't really accept what you suggest.</p>

Roleplay the same situation of negotiating job conditions by email without looking at the original emails. It doesn't matter how similar they are to the original emails as long as the exchange makes sense. Your teacher will tell you if you should write the emails or just say what you would write, but in each case please use complete emails (from opening greeting to name at the end) and continue until the natural end of the exchange.

Switch roles and do the same.

Do the same with different negotiating by email situations such as trying to obtain custom-made products, continuing the emails until you reach agreement or give up each time.

Negotiating by email roleplays

Work in groups of two or three. Each group will both negotiate to obtain something that they need and be contacted to supply something to someone else. All communication must be done with “emails” handwritten on pieces of paper which your teacher gives you, meaning that you can’t speak to other groups. If you aren’t happy with what another group offers you, you can send them another email asking for a better deal and/ or contact another group to see if they will offer you anything better. If another group contacts you asking for something, that automatically means that your organisation can offer that thing. In other words, all groups can offer all the things that the other groups want, so you shouldn’t say that you can’t help at all. Whenever you feel like you have got a good deal and have accepted it, email another group to ask about obtaining something else.

When the teacher stops the game, you will get one point for each agreement that the rest of class votes that you got a good deal on, so make sure that you don’t forget your final agreements.

Possible people to negotiate with

- Another department or section in the same organisation, e.g. finance or resources
- Boss
- Car hire company/ Car leasing company
- Conference centre/ Building with meeting rooms for hire
- Dispatch company/ Temp agency
- Education company/ Training organisation
- Government agency, e.g. immigration
- Outsourcing company/ Subcontractor
- Parent company
- Publisher/ Bookshop
- Supplier/ Vendor
- Teacher/ Trainer/ Lecturer
- Technology company/ Telecommunications company

Possible actions

- borrowing
- buying
- changing/ cancelling
- fixing/ formalising
- getting permission
- hiring
- renegotiating
- setting up
- using

Possible topics

- accommodation, e.g. a host family or hotel
- building or renovation work
- cleaning services
- compensation for something
- contract
- documents/ materials/ publications
- education/ training
- equipment/ technology/ IT
- evaluation (interviews, tests, exams, grading, etc)
- information/ data
- joint venture
- policies/ rules
- punishment for something
- reorganisation
- resolving a dispute
- HR (staffing, leave, perks, etc)
- supplies (bathroom supplies, stationery, etc)
- temp staff
- travel

Possible aspects to negotiate

- delivery
- discounts
- flexibility/ possibility of changing later
- length of time, e.g. length of contract
- location
- payment terms
- price
- size of the order
- specifications
- timing
- updates

When your teacher stops the negotiations, report to the whole class what agreements you made so that they can vote on who got the best deal in each case. Vote on their deals in the same way, then see which group in the class got the most votes.

Negotiating by email homework

Write just the first email from one of the negotiations mentioned above, e.g. an initial email asking a dispatch company about getting twenty staff for five days next week. In the next class, you will read out your email to your partner and they will say how they would reply, then you will both continue with the same kind of oral email replies until you reach agreement or give up.

Academic emails section

See also:

- Emails turning down requests giving reasons practice page 151
- Find and correct the typical opening and closing email mistakes page 60
- Mistakes with email and letter paragraphing page 293

Academic emails cultural differences and useful phrases

Read the descriptions of academic emails in the UK and US below and decide if each point is the same in other places such as your own country. If it is the same somewhere else that you know about, write the name of that country next to it, e.g. "Korea" next to it if you think that thing is also the same in South Korea. If that thing is different in all other countries that you know about, leave it blank and move onto the next point.

Starting academic emails cultural differences and useful phrases

Opening greeting in academic emails cultural differences and useful phrases

We always use someone's name if we know it ("Dear Dr Jones", "Dear Professor Smith", "Dear Susan", "Hi John", etc, so rarely "Dear Sir or Madam", "Dear Sir/ Madam")

It's probably a good idea to address someone as "Professor" or "Doctor" even if you are not sure that they really have that title ("Dear Professor Jones", "Dear Dr Jones").

We never start emails with just someone's job title (so not "Dear Head of the Physics Department" X and not "Dear teacher" X)

Emails to two or three people usually include their names ("Dear Francis and Frances", "Dear Dr Junneaux and Professor Schmidt")

Emails to more than two or three people usually don't start with their names.

There are formal, medium-formality and informal ways of addressing a group of people such as club members or a research group ("To: All...", "Dear all", "Hi everyone", "Hi guys")

Opening lines in academic emails cultural differences and useful phrases

When starting a new email exchange, the first line of an academic email often mentions the topic of the email ("I am writing to you in connection with/ with regards to/ in order to/ because...").

If starting with the topic might be too sudden or too unfriendly, you can start with a friendly small talk phrase ("I hope...", "How...?")

Very specific questions are more personal and therefore friendlier than general ones ("I hope you enjoyed the conference last week", "I hope you had a good trip back to Australia", "I hope you have recovered from your cold", "How was your weekend?", not "How are you?")

Especially if the person who you are writing to might not remember who you are, it can be good to start an academic email by thanking them and/ or mentioning the last contact between you ("Thank you for...", "Thanks again for...", "It was a pleasure to meet you...")

Thanking phrases at the start of an academic email should be as specific as possible ("Thanks for your help with the second draft of my paper", "Thank you for your lecture on... on Tuesday. It made a difficult topic much clearer for me", not "Thank you for your help" and not "Thank you for your support").

If your email is a reply, you should usually thank the other person for their email.

It is best to be as specific as you can about the email you are replying to, in case the other person can't remember what they wrote to you about ("Thank you for your email yesterday about...", "Thank you for your email inviting me to...")

We rarely start emails with an apology (possibly "Sorry for missing our appointment yesterday", but not "Sorry to disturb you" X, not "Sorry to write when you are so busy" X and not "Sorry for the inconvenience" X)

We almost never start emails to people we know by saying who we are (so not "This is Alex")

People rarely introduce themselves in the opening line of an email (so not "Dear Dr Smith, My name is Alex Case.")

When contacting someone for the first time, it's usually best to say how you got their contact details and/ or why you decided to contact them ("I'm writing because I was told by my professor that you were the best person to ask about...")

When introducing yourself, it is usually best to give the reason for writing before you give your name ("Dear Dr Smith, I'm writing to you about a new research project which I hope you might be interested in. My name is... and...")

Body of an academic email cultural differences and useful phrases

Email paragraphs are exactly the same as paragraphs in an essay, a published academic paper, etc, with one topic per paragraph and a blank line or indent between paragraphs (but not both).

We never start new lines inside a paragraph (so an email shouldn't look like a list, a song or a poem).

We usually mention any attachments such as assignments or reports.

There are formal, medium formality and informal ways of mentioning attachments ("Please find attached...", "Please find... attached", "I've attached...", "Here is...")

You can also mention the attachments in sentences that explain something about the documents ("As you will see in the attached...", "If you look at the attached..., you will see that...")

The language for mentioning attachments is different from the language for mentioning other parts of the email ("I've pasted in... below", "Please see... below for more details", "The parts in red are...")

To make important information such as a changed classroom stand out, it's best to use special phrases, not punctuation/ formatting ("Please note that...", "NB...", etc, probably not underlining or **bold**, and never ALL CAPS, quotation marks "" or triangular brackets <>)

Unless an email is very official and/ or complicated, it's better to use phrases to list things, not bullet points or numbers ("My second question is...", "You also asked me about...", not 1... 2... 3..., and probably not just "First... Second... Third..." etc)

The language for requests is very different from the language of commands/ orders/ instructions (so you shouldn't use language that your teachers might use to give you instructions like "I'd like you to...", "Please...", "Would you...?")

There are many different levels of politeness of requests ("I would be very grateful if you could...", "Could you possibly...?", "Could you...?", "Can you...?", "Can you do me a huge favour and...?", "Can you give me a hand with...?")

If your teacher has asked you to submit something, there is no need to ask them to do anything with it (so there is almost never any need to say "Can you check my homework?")

Paragraphs in the body of the email need to have at least two sentences, so if you are just sending an attachment such as some homework, you need to write at least one more thing about it ("Please find my homework attached. I wasn't sure if the sources were academic enough or not, but I hope they are okay", "I've attached the second draft on my paper. I made all the changes that you suggested and also expanded the final section, so I hope it is better now")

In negative situations such as apologising for delays and absences, reasons should always be given.

Reasons should be as specific as possible ("I'm afraid I have a job interview and it wasn't possible to rearrange it", "My train was delayed for over an hour, so there was only ten minutes left of the lecture by the time I arrived on campus", not "I have another arrangement" and not "I had to do something")

If you need a quick reply, it's best to be specific about the deadline and give a reason ("I really need to know by Wednesday because...", not "I really need to know as soon as possible" and definitely not "ASAP")

If you need a quick reply, that should go in the body of the email, not in the ending (so not "I look forward to hearing from you by Friday" X)

Ending academic emails cultural differences and useful phrases

Closing lines in academic emails cultural differences and useful phrases

The most common ending for academic emails is mentioning the next contact between you (“I hope we have the chance to meet again soon”, “I look forward to hearing from you”, “If I need to make any more changes, please let me know”, “See you on Friday”)

There are formal, medium formality and informal ways of mentioning the next face to face contact (“I look forward to meeting/ seeing you then”, “See you on Monday”, “Can’t wait to hear what you say about... in your next lecture!”)

The closing lines of big requests (“Thank you”/ “Thank you in advance”) are different from closing lines for smaller requests (“I’m looking forward to hearing from you”).

The ending for big requests can be a bit heavy, so it is often better just to use the ending which means that you need a reply instead (“I look forward to hearing from you”, “I look forward to hearing from you soon”, “I’m looking forward to hearing from you”, “Looking forward to hearing from you”)

The endings for (big) requests and for instructions/ commands/ orders are different (so be careful not to say “Thank you for your cooperation” when you really mean “Thank you in advance”/ “Thank you”/ “Thanks”/ “Cheers”)

You can also close the email by thanking again or apologising again for something that you already mentioned in the opening and/ or body (“Thanks again for...”, “Once again, please accept my apologies for...”)

Closing greetings in academic emails cultural differences and useful phrases

There are very formal, formal, medium formality and informal/ friendly closing greetings (“Sincerely yours”, “Sincerely”, “Best regards”, “All the best”, “Best wishes”, “Lots of love”)

Using a closing greeting which is too formal can seem unfriendly (so don’t overuse “Sincerely yours” and “Best regards”)

Writing your name at the end of academic emails cultural differences and useful phrases

There are very formal, medium formality and informal ways of writing your name at the end of an email (“A.M. Case (Mr)”, “Alex Case”, “Alex”, “A”, or nothing, but not just family name)

If your name is in your automatic email signature (with your department name etc), you should still write your name above that with the right level of formality or friendliness for that email

Brainstorming stage

Without looking above, brainstorm suitable phrases for English emails into the gaps below. Other phrases not above may also be possible.

Starting academic emails cultural differences and useful phrases

Opening greeting in academic emails cultural differences and useful phrases

We always use someone's name if we know it (_____)
_____)

Emails to two or three people usually include their names (_____)
_____)

Emails to more than two or three people don't usually start with their names. There are formal, medium-formality and informal ways of addressing a group of people such as club members or a research group (_____)

Opening lines in academic emails cultural differences and useful phrases

When starting a new email exchange, the first line of an academic email often mentions the topic of the email (_____)
_____).

If starting with the topic might be too sudden or too unfriendly, you can start with a friendly small talk phrase. Very specific questions are more personal and therefore friendlier than general ones (_____)
_____)

Especially if the person who you are writing to might not remember who you are, it can be good to start an academic email by thanking them and/ or mentioning the last contact between you. Thanking phrases at the start of an academic email should be as specific as possible (_____)
_____).

If your email is a reply, you should usually thank the other person for their email. It is best to be as specific as you can about the email you are replying to, in case the other person can't remember what they wrote to you about (_____)
_____)

When contacting someone for the first time, it's usually best to say how you got their contact details and/ or why you decided to contact them (_____)
_____)

When introducing yourself, it is usually best to give the reason for writing before you give your name (_____)
_____)

Body of an academic email cultural differences and useful phrases

We usually mention any attachments such as assignments or reports. There are formal, medium formality and informal ways of mentioning attachments (_____)

_____)

You can also mention the attachments in sentences which explain something about the documents (_____)

_____)

The language for mentioning attachments is different from the language for mentioning other parts of the email (_____)

_____)

To make important information stand out, it's best to use special phrases, not punctuation/formatting (_____)

_____)

Unless an email is very official and/ or complicated, it's better to use phrases to list things, not bullet points or numbers (_____)

_____)

The language for requests is very different from the language of commands/ orders/ instructions. There are many different levels of politeness of requests (_____)

_____)

_____)

Paragraphs in the body of the email need to have at least two sentences, so if you are just sending an attachment such as some homework, you need to write at least one more thing about it (_____)

_____)

In negative situations such as apologising for delays and absences, reasons should always be given. Reasons should be as specific as possible (_____)

_____)

If you need a quick reply, it's best to be specific about the deadline and give a reason (_____)

_____)

_____)

Ending academic emails cultural differences and useful phrases

Closing lines in academic emails cultural differences and useful phrases

The most common ending for academic emails is mentioning the next contact between you. There are formal, medium formality and informal ways of mentioning the next face to face contact (_____

_____)

The closing lines of big requests are different from closing lines for smaller requests. The ending for big requests can be a bit heavy, so it is often better just to use the ending which means that you need a reply instead (_____

_____)

The endings for (big) requests and for instructions/ commands/ orders are different (so be careful not to say "Thank you for your cooperation" when you really mean _____

_____)

You can also close the email by thanking again or apologising again for something that you already mentioned in the opening and/ or body (_____

_____)

Closing greetings in academic emails cultural differences and useful phrases

There are very formal, formal, medium formality and informal/ friendly closing greetings (_____

_____)

Writing your name at the end of academic emails cultural differences and useful phrases

There are very formal, medium formality and informal ways of writing your name at the end of an email (_____

_____)

Compare your phrases with those on the first emails. Other phrases are possible, so please check if you wrote something different.

Academic emails roleplays

Choose one of the numbers below and roleplay a whole email exchange starting that way. Your teacher will tell you if you should write the emails or just say what you would write, but in both cases please include complete emails (from opening greeting to name at the end) and continue until the natural end of the exchange. Then choose another situation and do the same.

1. Apologising for missing a deadline
2. Apologising for missing something and offering to make up for it
3. Asking a professor to act as an academic reference
4. Asking for advice on your research
5. Asking for another copy of something that you can't find
6. Asking for feedback on your presentation
7. Asking for more information about assessment (tests, passing and failing courses, etc)
8. Asking for permission to speak to the (whole) class before or after a lecture
9. Asking for permission to spend some money
10. Asking for someone's contact details/ Asking to be put in touch with someone
11. Asking for something to be fixed (= mended/ repaired).
12. Asking someone (e.g. a professor) for feedback on your application before you send it
13. Asking someone (e.g. a professor) for feedback on your paper before you send it to the editor of the journal
14. Asking to meet a lecturer
15. Chasing something up/ Checking the progress of something
16. (Double) checking something
17. Finding out more about a conference and the people who are likely to attend so that you can plan your presentation for it
18. Finding out more about a conference before applying to give a presentation there
19. Finding out more about a conference before deciding to attend
20. Finding out more about a job/ about a research position before applying for it
21. Finding out more about a seminar course before deciding to apply for it
22. Finding out more about a university (and its location etc) before applying to study there or work there
23. Following up a conversation that you had recently
24. Inviting someone to an event that you are organising
25. Offering to help with something
26. Proposing presenting at a conference together
27. Proposing researching something together
28. Replying to an ad for conversation exchange partners
29. Rescheduling a meeting with your dissertation supervisor
30. Sending a funding application
31. Sending a paper to a journal editor
32. Sending a paper/ an essay/ a dissertation to a proof-reader
33. Sending a research proposal
34. Sending a scholarship application
35. Sending an application for a course
36. Suggesting a paper you could write for a journal, and asking for feedback on your idea
37. Writing to a classmate
38. Writing to an ex-classmate
39. Writing to someone who commented on your social media page

40. Writing to someone who quoted you in their paper
41. Writing to someone who took part in something (a study abroad programme, a conference, etc) last year to find out more about it before applying to do the same
42. Writing to someone whose lecture you attended
43. Writing to someone whose presentation you attended
44. Writing to the author of a paper to agree or disagree with their conclusions, research techniques, comments, etc
45. Writing to the author of a paper to ask for more details about the research, sources, etc
46. Writing to the editor of a journal to comment on a paper that was published in it recently
47. Writing to the editor of a journal to comment on the content of the whole edition/ the whole journal

Ask about any functions/ situations above that you don't understand, are not sure how to deal with or particularly want to know about.

Do the same, but this time choosing at random by choosing a number and then looking at the list to see which one you chose.

Do the same but with this more general list of functions, making up the details yourself:

- Applying for something
- Arranging something/ Scheduling something
- Asking for advice/ feedback
- Asking for information
- Asking for permission
- Asking for something
- Asking for something to be done
- Chasing something up/ Checking the progress of something
- Inviting someone to something
- Making a proposal/ suggestion
- Offering to help
- Rescheduling something

Do the same, but this time flipping a coin every time you receive an email with the function above to decide if:

- You will give a positive reply (= heads)
- You will give a negative reply (= tails)

Brainstorm useful phrases for doing the 12 things above and useful phrases for responding to those kinds of emails (including positive and negative responses).

Academic emails more and more errors game

Put your pens down and cover the emails below with a book, piece of paper, etc.

Look at the first email when your teacher tells you to and race to find a mistake in it, putting up your hand when you think you have found something wrong. It must be an actual error, not something that is okay but could be improved. If what you say is not a mistake, you have to wait for the next email to try again but the other people/ groups can still try to guess what is wrong with it. You are not allowed to use a pen, but you need to remember what the mistakes are for later parts of the game.

When your teacher tells you all to look at the second email, search for another example of the mistake in the first email, plus one more different mistake, putting up your hand when you think you have found both errors. As before, anyone people guessing wrongly will have to wait for other people to guess, they don't get a second chance.

Do the same with the other emails one by one as your teacher tells you to, each time looking for examples of the same mistakes as all the other emails plus one more, up to six mistakes (five the same as the previous email plus one more) in Email 6.

When you have finished the race, go through all the emails again with a pen to correct all the mistakes, going onto the next email whenever you are ready this time.

Emails with more and more errors to find and correct

-----fold or cover below here-----

Email 1

Dear Dr Case,

Thanks for your class on Tuesday, it should really help me with the paper that I'm working on.

Please find last week's homework attached. I'm afraid I couldn't find any line graphs related to my research topic, so I had to choose something rather random. Please check my homework.

I look forward to hearing from you.

Best regards,

Hendrik

-----fold or cover below here-----

Email 2

Dear Professor Case

Thanks again for answering my questions at the end of the class last week. I have always had problems understanding that theory, but I now finally feel like I understand it.

Please find my essay attached.

I am sorry that I am sending it so late.

I just came back from Thailand yesterday and I was not able to send it earlier.

I was not really sure if I understood the instructions for the assignment, but in the attached essay I explained about the fundamental terms which appear in my research area. Will you check if I've done the right thing?

I look forward to seeing you in the next class.

Best regards

Gregorio

Email 3

Dear Alex

I hope you are well and that last weekend's conference went okay.

I'm sorry for missing the last class.

Would you please let me know the homework for this week?

I'll try to email the previous homework before the next class.

Thanks.

All the best

Frederique

-----fold or cover below here-----

Email 4

Dear Dr Alex,

Thanks for your quick reply.

I'm afraid I will have to miss today's class due to another engagement.

Kindly tell me the homework for the next class.

I'm looking forward to hearing from you.

Regards,

Ignacio

-----fold or cover below here-----

Email 5

Dear Professor Alex

I hope you are well and have been safe from the recent flu epidemic.

I'm writing because I'd like to come to your office and speak to you.

Please let me know as soon as possible when you are available.

Yours

Elizabeth

Email 6

To Dr Smith,

I just heard about the big storm in your country.
I hope your friends and family are all okay.
I'm writing to send you my homework, which I intended to turn in two weeks ago.
I would appreciate it very much if you could correct it.
I also heard from a classmate that we are going to have a test in the next class.
Would you give me some information about the test?

Sincerely,
Catherine

Go through the emails again to correct them (using symbols like arrows to change word order, crossing out and changing things, and adding words and sentences), then compare with the model answers below.

-----fold or cover below here-----

Partial suggested answers – Kinds of errors**Email 1**

One mistake – Command instead of a request

Email 2

Two mistakes – Command instead of a request and bad paragraphing (starting new lines inside paragraphs, like a poem or song)

Email 3

Three mistakes – Command instead of a request, starting new lines inside paragraphs, and not giving reasons when apologising

Email 4

Four mistakes - Command instead of a request, starting new lines inside paragraphs, not giving (specific) reasons, and an incorrect opening greeting

Email 5

Five mistakes - Command instead of a request, starting new lines inside paragraphs, not giving reasons, an incorrect opening greeting, and no closing line

Email 6

Six mistakes - Command instead of a request, starting new lines inside paragraphs, not giving reasons, an incorrect opening greeting, no closing line, and not dividing into paragraphs

Suggested answers – Corrected emails

Many other improved versions are possible, so please check if you made other changes.

Email 1

Dear Dr Case,

Thanks for your class on Tuesday, it should really help me with the paper that I'm working on.

Please find last week's homework attached. I'm afraid I couldn't find any line graphs related to my research topic, so I had to choose something rather random. Can you check if that's okay?

I look forward to hearing from you.

Best regards,

Hendrik

Email 2

Dear Professor Case

Thanks again for answering my questions at the end of the class last week. I have always had problems understanding that theory, but I now finally feel like I understand it.

Please find my essay attached. I am sorry that I am sending it so late. I just came back from Thailand yesterday and I was not able to send it earlier.

I was not really sure if I understood the instructions for the assignment, but in the attached essay I explained about the fundamental terms which appear in my research area. Could you check if I've done the right thing?

I look forward to seeing you in the next class.

Best regards

Gregorio

Email 3

Dear Alex

I hope you are well and that last weekend's conference went okay.

I'm sorry for missing the last class but I had influenza and was in bed all day. Could you please let me know the homework for this week? I'll try to email the previous homework before the next class.

Thanks.

All the best

Frederique

Email 4

Dear Dr Case,

Thanks for your quick reply.

I'm afraid I will have to miss today's class due to a job interview that I was not able to rearrange. Could you tell me the homework for the next class?

I'm looking forward to hearing from you.

Regards,

Ignacio

Email 5

Dear Professor Case

I hope you are well and have been safe from the recent flu epidemic.

I'm writing because I'd like to come to your office and speak to you, as I'm thinking about changing the topic of my dissertation and my supervisor said that you would be the best person to talk to about my new idea. I need to let my supervisor know as soon as possible what my new plan is, so could you possibly let me know when you are available in the next week or two?

I look forward to hearing from you.

Yours

Elizabeth

Email 6

Dear Dr Smith,

I just heard about the big storm in your country. I hope your friends and family are all okay.

I'm writing to send you my homework. I intended to turn it in two weeks ago, but I'm afraid my hard disk crashed and I lost all the data, meaning I had to start again from scratch. I would appreciate it very much if you could correct it.

I also heard from a classmate that we are going to have a test in the next class. I would be grateful if you give me some information about the test.

I look forward to hearing from you.

Sincerely,

Catherine

Brainstorming stage

Without looking above for now, brainstorm at least two suitable phrases into each gap below. Many phrases not above are also possible.

Opening greeting**Opening line****Talking about attachments****Enquiries/ Requests****Apologies/ Giving bad news****Closing line****Closing greeting**

Look above for suitable phrases, then brainstorm more.

Compare your answers as a class or with the list of phrases from page 368.

Group emails section

Formal and informal group emails jigsaw

Divide the cards that you are given into ones for starting, ending and the middle/ body of group emails.

Divide the phrases into ones which are (very) formal, medium-formality and (super) casual and put them in threes with the same meaning/ function and the three different levels of formality.

OR

Match the phrases by meaning/ function, then decide which one in each group is (very) formal, which one is medium formality, and which one is (super) casual.

Check as a class or with an un-cut-up copy of the worksheet.

Test each other on the phrases:

- Say two phrases with the same function and see if your partner can repeat back the more formal one
- Say two phrases with the same function and see if your partner can repeat back the more informal one
- Say a very formal phrase and a very casual phrase with the same function and see if your partner can say something with formality that is between those two
- Say a very casual phrase and see if your partner can say something similar but more formal
- Say a very formal phrase and see if your partner can say something similar but more informal
- Say a medium-formality phrase and see if your partner can say something more formal and/ or something more informal with the same function

Before and/ or after testing each other, write something with the correct level of formality in each empty box in the brainstorming stage, looking at the other boxes on the same row to help. Many phrases not above are also possible.

Check with the first worksheets. Many other answers are OK, so please check if you wrote something different.

Cards to cut up/ Suggested answers

(Very/ Super) formal	Medium/ Standard	Casual/ Friendly/ Informal
To: All...	Dear all Hi everyone	Hi guys Hi
I hope you all had a good weekend.	Hope everyone had a good weekend.	Great weekend, wasn't it? Hope you had a good one.
Thank you all very much for attending...	Thanks for coming to...	Thanks a million for coming along to...
I am writing in order to inform you...	I'm writing to tell you...	Writing to let you know...
I am writing to you all concerning the amended procedure for...	I'm writing to everyone about the new process for...	Writing about the brand new way to...
On behalf of..., I am writing to you regarding...	I was asked (by...) to write to you about...	... told me to drop you a line about...
This is just a brief announcement of...	Just a quick note to say that...	Just a quick one. ... Just a few words on...
We are delighted to (be able to) announce that...	We are happy to say that...	Good news guys!... Great, right?
(After careful consideration) we regret to inform you/ we are sorry to announce...	I'm afraid... You may be disappointed to hear that...	Sorry, but... Bad news, I'm afraid... It's a bit of a bummer, but...
This is official notice that.../ Please be informed.../ For your information,...	This is to inform you that/ let you know that... FYI,...	Just to let you (all) know/ I thought you all should know that...
Please ensure that you...	Please make sure that you...	Whatever you do, don't forget to...

The (strict) deadline for this is...	This must be done by...	Please get this done by... (at the very latest).
I cannot emphasise strongly enough that...	NB,... Please note that...	Note that... (!) _____(!)
(For your reference) please find attached...	Please find... attached. I've attached...	Here's (a copy of)...
(For your reference) please see... below. Please see below for...	I've pasted in... below. As you can see below,...	There's.... below. Please check out the... at the bottom.
... is still to be arranged/ confirmed/ decided. Please bear with us while...	... is (still) TBA/ TBC/ TBD. We're expecting a decision on... within/ by...	We still have no idea.../ don't know... yet./ haven't decided... as yet.
It would be our very great pleasure if you could all attend...	We'd like to invite you all to...	Do any of you fancy...? If you're free, how about coming along to...?
Thank you (in advance/ for your cooperation).	Thanks.	Cheers.
I look forward to hearing from you (all) soon.	I'm looking forward to hearing from you (all) soon.	Looking forward to hearing from you (all) soon.
Please let me know if that is acceptable with you.	Please let me know if that is okay/ what you think.	Sound okay? (If not, please let me know).
If you need any further information, please do not hesitate to contact me.	If you need any more information, please (feel free to) contact me.	If you need more info, just let me know/ drop me a line (anytime).
I look forward to seeing you all at that time.	I'm looking forward to seeing you all then.	Looking forward to seeing everyone then./ CU then.

Brainstorming stage

To: All...		Hi guys Hi
I hope you all had a good weekend.		Great weekend, wasn't it? Hope you had a good one.
	Thanks for coming to...	Thanks a million for coming along to...
I am writing in order to inform you...		Writing to let you know...
I am writing to you all concerning the amended procedure for...	I'm writing to everyone about the new process for...	
On behalf of..., I am writing to you regarding...		... told me to drop you a line about...
This is just a brief announcement of...		Just a quick one. ... Just a few words on...
	We are happy to say that...	Good news guys!... Great, right?
	I'm afraid... You may be disappointed to hear that...	Sorry, but... Bad news, I'm afraid... It's a bit of a bummer, but...
This is official notice that.../ Please be informed.../ For your information,...	This is to inform you that/ let you know that... FYI,...	
Please ensure that you...		Whatever you do, don't forget to...

The (strict) deadline for this is...	This must be done by...	
I cannot emphasise strongly enough that...		Note that... (!) _____(!)
(For your reference) please find attached...		Here's (a copy of)...
(For your reference) please see... below. Please see below for...	I've pasted in... below. As you can see below,...	
... is still to be arranged/ confirmed/ decided. Please bear with us while...		We still have no idea.../ don't know... yet./ haven't decided... as yet.
It would be our very great pleasure if you could all attend...		Do any of you fancy...? If you're free, how about coming along to...?
Thank you (in advance/ for your cooperation).	Thanks.	
I look forward to hearing from you (all) soon.	I'm looking forward to hearing from you (all) soon.	
Please let me know if that is acceptable with you.		Sound okay? (If not, please let me know).
	If you need any more information, please (feel free to) contact me.	If you need more info, just let me know/ drop me a line (anytime).
I look forward to seeing you all at that time.	I'm looking forward to seeing you all then.	

Formality in group emails matching and brainstorming

Work in pairs or small groups with one Student A worksheet and one Student B worksheet. Without looking at the other person's worksheet, match the formal and informal sentences with the same function/ the same meaning. Your teacher will tell you if you should write the sentence out (on your worksheet or in the blank table).

To help and to start checking your answers, check that the phrases which you matched by function have very different levels of formality.

Check your matches with the partial answers (with the middle column missing).

Brainstorm suitable phrases into the middle column of the partial answers, by making the formal phrases less formal, by making the informal phrases more formal or with your own ideas.

Check with the suggested answers. Many more medium-formality phrases are possible, so please check if you wrote something different.

Test each other on the phrases:

- read out two phrases and see if your partner can say which is more formal
- read out the formal and informal phrases and see if your partner can make the matching medium-formality one
- read out a phrase for your partner to make more formal and/ or more informal

Student A

1. (After careful consideration) we regret to inform you/ to announce...
2. (For your reference) please find attached...
3. (For your reference) please see... below (for...).
4. ... asked me to drop you a line about...
5. ... is still to be arranged./ Please bear with us while...
6. ...!!!
7. Cheers.
8. CU then!
9. Do any of you fancy...?/ If you're free, how about coming along to...?
10. Good news guys! .../ Have I got some great news for you?!
11. Hi guys/ Hi!
12. How's it going?/ Hope you all had a good weekend.
13. I am writing in order to inform you...
14. I am writing to you all concerning the recently amended...
15. I look forward to hearing from you (all) soon.
16. If you require any further information, please do not hesitate to contact me.
17. Just a quick one about/ a few words on...
18. Just to let you (all) know.../ Thought you all should know...
19. Please ensure that you... (without fail).
20. Please let me know if that is acceptable with you.
21. Sorry but it's gotta be done by... (at the very latest).
22. Thank you all very much for attending...

Student B

- A) Here's (a copy of)...
- B) I cannot emphasise strongly enough that...
- C) I hope this email finds you well.
- D) I look forward to seeing you all then.
- E) If you need more info, just drop me a line.
- F) It would be our very great pleasure if you could (all) attend...
- G) Looking forward to hearing from you (all) soon.
- H) On behalf of..., I am writing to you regarding...
- I) Sorry, but.../ Bad news, I'm afraid. .../ It's a bit of a bummer, but...
- J) Sorry, haven't fixed... just yet./ Sorry, no clue about...
- K) Sound okay? (If not, please let me know).
- L) Thank you (in advance/ for your cooperation).
- M) Thanks a million for coming along to...
- N) The deadline for completing this is...
- O) There's.... below./ Please check out the... at the bottom.
- P) This is just a brief announcement of...
- Q) This is official notice that.../ Please be informed that.../ For your information,...
- R) To: All...
- S) We are delighted to announce that...
- T) Whatever you do, don't forget to...
- U) Writing about the brand-new way to...
- V) Writing to let you know...

Blank table

(Very/ Super) formal	Medium/ Standard	Casual/ Friendly/ Informal
Body		

Closing		

Table with middle column missing

(Very/ Super) formal	Medium/ Standard	Casual/ Friendly/ Informal
To: All...		Hi guys/ Hi!
I hope this email finds you well.		How's it going?/ Hope you all had a good weekend.
Thank you all very much for attending...		Thanks a million for coming along to...
I am writing in order to inform you...		Writing to let you know...
I am writing to you all concerning the recently amended...		Writing about the brand-new way to...
On behalf of..., I am writing to you regarding...		... asked me to drop you a line about...
Body		
This is just a brief announcement of...		Just a quick one about/ a few words on...
We are delighted to announce that...		Good news guys! .../ Have I got some great news for you?!
(After careful consideration) we regret to inform you/ to announce...		Sorry, but.../ Bad news, I'm afraid. .../ It's a bit of a bummer, but...
This is official notice that.../ Please be informed.../ For your information,...		Just to let you (all) know.../ Thought you all should know that...
Please ensure that you... (without fail).		Whatever you do, don't forget to...

The deadline for completing this is...		Sorry but it's gotta be done by... (at the very latest).
I cannot emphasise strongly enough that...		...!!!
(For your reference) please find attached...		Here's (a copy of)...
(For your reference) please see... below (for...).		There's.... below./ Please check out the... at the bottom.
... is still to be arranged./ Please bear with us while...		Sorry, haven't fixed... just yet./ Sorry, no clue about....
It would be our very great pleasure if you could all attend...		Do any of you fancy...?/ If you're free, how about coming along to...?
Closing		
Thank you (in advance/ for your cooperation).		Cheers.
I look forward to hearing from you (all) soon.		Looking forward to hearing from you (all) soon.
Please let me know if that is acceptable with you.		Sound okay? (If not, please let me know).
If you require any further information, please do not hesitate to contact me.		If you need more info, just drop me a line.
I look forward to seeing you all then.		CU then!

(Very/ Super) formal	Medium/ Standard	Casual/ Friendly/ Informal
To: All...	Dear all/ Hi everyone	Hi guys/ Hi!
I hope this email finds you well.	Hope you are well./ I hope you all had a good weekend.	How's it going?/ Hope you all had a good weekend.
Thank you all very much for attending...	Thanks for coming to...	Thanks a million for coming along to...
I am writing in order to inform you...	I'm writing to tell you...	Writing to let you know...
I am writing to you all concerning the recently amended...	I'm writing to everyone about the new process for...	Writing about the brand-new way to...
Body		
On behalf of..., I am writing to you regarding...	I was asked (by...) to write to you about...	... asked me to drop you a line about...
This is just a brief announcement of...	Just a quick note to say that...	Just a quick one about/ a few words on...
We are delighted to announce that...	We are happy to say that...	Good news guys! .../ Have I got some great news for you?!
(After careful consideration) we regret to inform you/ to announce...	I'm afraid.../ You may be disappointed to hear that...	Sorry, but.../ Bad news, I'm afraid. .../ It's a bit of a bummer, but...
This is official notice that.../ Please be informed.../ For your information,...	This is to inform you that.../ This is to let you know.../ FYI,...	Just to let you (all) know.../ Thought you all should know that...
Please ensure that you... (without fail).	Please make sure that you...	Whatever you do, don't forget to...

(Very/ Super) formal	Medium/ Standard	Casual/ Friendly/ Informal
The deadline for completing this is...	This must be done by...	Sorry but it's gotta be done by... (at the very latest).
I cannot emphasise strongly enough that...	NB,.../ Please note that...	...!!!
(For your reference) please find attached...	Please find... attached./ I've attached...	Here's (a copy of)...
(For your reference) please see... below (for...).	I've pasted in... below./ As you can see below,...	There's.... below./ Please check out the... at the bottom.
... is still to be arranged./ Please bear with us while...	... is (still) TBA/ TBC/ TBD./ We're expecting a decision on... within/ by...	Sorry, haven't fixed... just yet./ Sorry, no clue about....
It would be our very great pleasure if you could all attend...	We'd like to invite you all to...	Do any of you fancy...?/ If you're free, how about coming along to...?
Closing		
Thank you (in advance/ for your cooperation).	Thanks.	Cheers.
I look forward to hearing from you (all) soon.	I'm looking forward to hearing from you (all) soon.	Looking forward to hearing from you (all) soon.
Please let me know if that is acceptable with you.	Please let me know if that is okay/ Please let me know what you think.	Sound okay? (If not, please let me know).
If you require any further information, please do not hesitate to contact me.	If you need any more information, please (feel free to) contact me.	If you need more info, just drop me a line.
I look forward to seeing you all then.	I'm looking forward to seeing you all then.	CU then!

Email announcements practice

Do the task or tasks from this list which your teacher tells you to, using the suggested functions and/ or topics below if you need to or are told to.

1. Listen to your partner say a whole group email except the closing and complete it (with a suitable closing line, closing greeting and name at the end).
2. Decide on a topic such as one of those below and take turns making a group email line by line, starting from one person saying the opening greeting, then the next person saying the opening line, etc.
3. Listen to a group email subject line and opening by your partner and complete the body and ending.
4. Listen to a group email by your partner and then email back about it, e.g. to confirm something, to correct something or to complain about the content.

Common group email functions

- Changing
- Answering a question (that several people have asked)
- Apologising/ Responding to (multiple) complaints about something
- Asking for any objections to something
- Cancelling
- Clarifying/ Correcting (e.g. something that some people have misunderstood)
- Commenting on something (e.g. an online discussion)
- Congratulating
- Explaining (e.g. a delay in something, or how to use something)
- Extending a deadline/ Extending...
- Giving advice/ Recommending
- Giving bad news
- Giving good news
- Introducing someone (e.g. new staff or a new manager)
- Making an announcement/ Sharing news (e.g. the birth of a baby or a merger)
- Offering help
- Refunding
- Reminding
- Reporting (e.g. on a meeting that some people missed)
- Responding to feedback
- Scheduling/ Rescheduling
- Sending an attachment
- Sending a link
- Shortening something
- Thanking
- Translating

Common group email topics

- Admin/ Paperwork
- Beginning of the month/ quarter/ (academic/ calendar/ financial) year/...
- Budgets/ Funding
- Complaints
- Contact details
- Contracts
- Deadline(s)
- Disciplinary procedures
- Disputes/ Disagreements
- Duties
- End of the month/ quarter/ (academic/ calendar/ financial) year/...
- Equipment
- Expenses
- Family members
- Health and safety
- Health/ Sickness
- Information
- Language issues (e.g. translation and proofreading)
- Meetings
- Middle of the month/ quarter/ (academic/ calendar/ financial) year/...
- Noise
- Opening hours
- Overtime
- Pensions
- Policies
- Questionnaires/ Surveys
- Refunds
- Regulations/ Compliance
- Rooms (meeting rooms, board room, classrooms, labs, library, etc)
- Rules
- Smoking
- Socialising (e.g. parties)
- Staffing
- Tax and social insurance
- Technology
- Time off
- Travel
- Visas
- Working conditions (working hours, etc)

Academic group emailing topics

- Copyright
- Publications
- Tests/ Exams/ Qualifications

Group emails the same or different

Listen to your teacher read out two or more typical phrases from group emails and raise one of your two cards to show what you think about their meanings/ their functions. Don't think about their formality at this stage, just their meanings. If there are more than two, they are all the same or all different (not two the same and one different, etc).

Write S or D next to each line below depending on if they have the same or different meanings. Write D for even slightly different meanings, but don't worry about formality.

Check as a class, then try to find examples of phrases with the same meaning but different levels of formality, circling the more formal one/ more polite one.

Test each other on the phrases:

- Play the same holding up cards game in pairs or groups
- Say two which are different and see if your partner can explain the differences
- Choose a line which has two or more with the same meaning, say just one, and see if your partner can say something with the same meaning

Cards to hold up

The same	Different
The same	Different
The same	Different
The same	Different
The same	Different
The same	Different

Opening group emails the same or different

Opening greetings for group emails

- Dear all/ Hi everyone/ Hi guys
- To: All new recruits/ To: All new staff/ To: All freshmen/ To: All new students

Opening lines for group emails

Opening lines for group emails with thanks

- Thanks for all your hard work on.../ Thanks for all your support with...
- Thank you all for agreeing to.../ Thank you all for applying for...
- Thanks for all the questions about.../ Thanks for all the feedback on...
- Thanks to all those who pointed out.../ Thanks to all those who gave their feedback on...

Opening lines for group emails with an apology

- Sorry for the last-minute notice on this, but.../ Sorry for the short notice on this, but.../ Sorry to email you about this so late, but...
- Sorry, this is yet another email about.../ Sorry for yet another email on this, but I'm writing again about...
- Sorry to write again so quickly, but.../ Sorry to bother you again so soon, but...

Opening lines for group emails with the subject

- This is an email for those who didn't attend.../ This is an email for those who haven't yet completed...
- This is an email for.../ Please ignore this email if...
- I am writing in order to inform you that.../ I'm writing to announce...
- I'm writing to give some details on.../ I'm writing to announce...
- I'm writing about.../ I am writing in connection with.../ I am writing to you regarding.../ I'm writing to you concerning...
- Re:.../ Regarding...
- We are very happy to announce that.../ We are delighted to inform you that...
- As promised, I'm writing to send you.../ As we discussed, I'm sending you...
- Just a few comments on.../ Just an update on.../ Just some more info on.../ Just a quick reminder of.../ Just a few words about...
- As you can imagine, this email is about.../ As you have probably guessed, I'm writing about...
- I was asked by... to write to you about.../ I am writing to you on behalf of...

Social opening lines for group emails

- I hope you all had a good weekend./ I hope you all had a good break.
- I hope you all enjoyed the public holiday on Monday./ I hope you all enjoyed the vacation.
- Welcome to.../ Welcome back to...
- I guess that many of you.../ I heard that most of you...
- Congratulations on being chosen to take part in.../ Congratulations on being awarded...

The body of group emails the same or different

Instructions/ Commands/ Demanding action

- Please make sure that you.../ Please ensure that you...
- Just a quick reminder that.../ This is just a brief reminder that...
- Please remember to.../ Please don't forget to...
- Please remember that.../ Please remember to...
- Everyone is required to.../ I'm afraid we have to ask you all to.../ We would like everyone to...

Making announcements

- We would like to inform you that.../ This is to let you all know that...
- This email is official notice that.../ I thought that you all should know that...

Highlighting important information

- Please note that.../ NB...
- I should probably emphasise that.../ I cannot emphasise strongly enough that...

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

- Please find the... attached./ Please see the... below for more details.
- I've pasted in... below./ I've copied in... below.
- Please find... attached./ I've attached.../ ... is attached.
- Here's the... that I promised./ Here's the... that I mentioned.
- Please click on the link below for.../ Please see below for...

Giving good news

- We are pleased to announce that.../ We are delighted to inform you that...
- You'll be glad to hear that.../ You'll be relieved to hear that...

Giving bad news

- We regret to inform you that.../ We are sorry to announce that...

Asking people to wait/ Explaining the delay before the (full) reply

- ...is TBC/ TBA/ to be confirmed/ to be arranged

Making arrangements/ Changing arrangements/ (Re) scheduling

- I'm afraid we need to put forward.../ I'm sorry but we need to postpone.../ I'm sorry to announce that we've had to cancel.../ Unfortunately we've had to reschedule...

Invitations

- We would like to invite you all to.../ It would be our great pleasure if you could attend...

Asking for payment

- Payment is now due for.../ The deadline for payment was...

Closing group emails the same or different

Closing lines for group emails

Closing line for group emails talking about the next contact between you

Closing line for group emails when you need a reply

- I look forward to hearing from you all soon./ I'm looking forward to hearing from you.
- Please let me know if that's okay./ Please let me know if that is acceptable with you.
- Please let me know if that sounds okay./ Please let me know if you have any objections to this.

Closing lines for group emails offering more communication if needed

- If you need any more information about this policy, please contact me./ If you have any questions about the reasons for this policy, please do not hesitate to contact me.

Closing lines for group emails mentioning the next (face to face) meeting

- I look forward to seeing you all then./ I hope to see you then./ I hope we have the chance to meet again soon.

Closing lines for group emails with commands/ orders/ instructions

- Thank you for your cooperation./ Any help at all would be much appreciated.

Closing lines for group emails with (big) requests

- Thanks./ Thanks a lot./ Thank you in advance./ Cheers.
- Thanks./ Thanks again.
- Any help you can offer with this would be greatly appreciated. / Any feedback you can give on this would be gratefully accepted.

Closing lines for group emails with bad news/ responding to complaints/ with negative answers

- I hope that is acceptable with all of you./ Hope that is okay with you.
- Thanks for your patience./ Thanks for your understanding.
- Sorry about the complications./ Sorry this is taking so long to sort out./ Sorry for any trouble caused.

Social closing lines for group emails/ Friendly closing lines for group emails

- Have a good week./ Have a good weekend.

Other useful closing lines for group emails

- I hope that's clearer now./ I hope that meets with your approval.

Formal and informal emails section

See also:

- Dealing with problems and complaints by email politeness competition page 177
- Emailing informal or error simplest responses game page 326
- Formal and informal email opening and closing phrases jigsaw page 49
- Formal and informal emails for making arrangements jigsaw texts page 122
- Formal and informal group emails jigsaw page 227
- Formal and informal phrases for the body of an email jigsaw card games page 100
- Negotiating by email jigsaw text page 191
- Too formal or informal for most business emails page 349

Formal and informal emails simplest responses game

Without looking at the lists below for now, race to lift up the Formal card that you have been given if you hear language from a formal email, and the Informal card if you hear more friendly or casual language.

Label the sections below with F for Formal or I for Informal. The ones in one section are all the same as each other, so if you aren't sure about one phrase then look at the other one above or below.

Check as a class.

Decide if each of the things below is a characteristic of formal or informal emails, looking at the examples to help:

- Grammar (e.g. word order) unlike normal speech
- Similar to speech
- Avoid contractions (= using "I am" instead of "I'm", etc)
- Using short forms (btw etc)
- Longer words
- Longer sentences
- Missing words, e.g. no subject or no subject and no auxiliary verb
- Idioms such as phrasal verbs, e.g. "get + back + to + me"
- Other idiomatic language or slang
- Very polite language such as "Would you mind...?"
- Just first names
- Family names

Try to think of at least one example of each thing above, check the list for ideas, brainstorm more, then compare your extra ideas as a class.

After the brainstorming task below, test each other on the phrases:

- Play the same holding up cards game
- Say the formal and informal phrases with one function and help your partner make the medium-formality ones
- Say the informal and medium-formality phrases and help your partner make the formal ones
- Say the formal and medium-formality phrases and help your partner make more informal ones
- Say the medium-formality phrases and help your partner make them both more formal and more informal
- Say what function and level of formality you want and say gapped phrases from that box for your partner to complete
- Say the name of a function and level of formality and help your partner make suitable phrases
- Say the name of a function and help your partner make suitable phrases with different levels of formality
- Say one of the characteristics of formal or informal language above and help your partner make suitable examples

Opening formal and informal emails simplest responses game

Dear Mr Jones
Dear Ms Hendrix

Dear Dr Smith
Dear Sir or Madam

Hi John
Hi
John

Hi guys
Hi

To: All... staff

Just got your mail about...
Was so lovely to see you again last week.

Thank you for your email, which I received this morning.
Thank you for taking the time to meet me last week.

Was so thrilled to get your mail.
Was such a nice surprise to hear from you again.

How's it going?
How are you doing?

How are things?
How's life?

I hope you are well.
I hope this email finds you well.

About...
Anyway, as you can imagine, this is about...

I am writing to you in connection with...
I am writing regarding...

I am writing to you in order to...
I am writing concerning...
I am writing with regards to...

Closing formal and informal emails simplest responses game

I look forward to hearing from you.

I look forward to hearing from you soon.

Looking forward to hearing from you.

Keep in touch!/ Write soon!

If you have any further questions, please do not hesitate to contact me.

If you require any further information, please do not hesitate to contact me.

If you have any more questions, drop me a line any time.

If you need more info, just let me know.

Cheers./ Thanks.

Thank you in advance.

Can't wait to see you again!

CU then.

Looking forward to seeing you soon. .

I hope we have the opportunity to meet again soon.

I look forward to seeing you again soon.

Hope that's OK.

Sorry I couldn't be more help.

Sorry 'bout all that.

I hope that is acceptable with you.

Please accept our sincerest apologies for any inconvenience caused.

Thank you for your patience.

Thank you for your understanding.

Best wishes

Lots of love

ATB

Hugs and kisses/ XOXO

Best regards

Sincerely (yours)/ Yours sincerely

A.M. Case (Mr)

A

The body of formal and informal emails simplest responses game

Here's the info you asked for.
This doc should have all the info you need.

Please find attached my report.
Please find attached the information that you asked for.

I would be very glad to meet on 12 March, if that is convenient with you.
I am afraid I have to meet a customer at that time, but I would be very happy to meet later in the week if you are available.

I'm free Tues. Sound OK?
How about Fri?
Sorry, can't make it then, but...

I regret to inform you that...
Unfortunately, I will not be able to...

Sorry, not possible, 'cos...

Can you...?
Can you do me a huge favour and...?
Can you give me a hand with...?

Could you possibly...?
I would be very grateful if you could... (if it's not too much trouble).

Also, you don't happen to know..., do you?

My second question is...
Could you also give me some information about...?

And about.., I'd say...

In answer to your second question,...
You also enquired about...

What are the general differences between formal and informal language in emails?

Brainstorming stage

Without looking above for now, try to write sentences which are more formal and less formal than the ones in the middle column. Sentences which aren't above are also fine.

Function	(Very) formal/ (Very) polite	Medium formality	(Very) informal/ casual/ friendly
Opening greeting – one person		Dear John	
Opening greeting – group of people		Dear all/ Hi everyone	
Opening line – mentioning the last contact between you		Thanks for your email about... Thanks for meeting me last week.	
Opening line – social language		How are you?	
Opening line – topic of the email		I'm writing to you about...	

Function	(Very) formal/ polite	Medium formality	(Very) informal
Closing line – asking for a reply		I'm looking forward to hearing from you (soon).	
Closing line – offering more emails		If you need any more information, please contact me.	
Closing line – (big) requests		Thank you. Thanks in advance.	
Closing line – mentioning next meeting		I'm looking forward to seeing you then.	
Closing line – closing negative emails		I hope that's okay (with you). I'm sorry that I couldn't be of more help. Thanks for your understanding/ patience.	
Closing greeting		Regards Yours All the best	
Name at the end		Alex Alex Case	

Function	(Very) formal/ polite	Medium formality	(Very) informal
Body – mentioning attachments		I've attached...	
Body – making arrangements		I'd like to meet on Monday, if you're available then.	
Body – negative answers/ giving bad news		I'm afraid.../ I'm sorry but...	
Body – requests		Could you...?	
Body – enquiries		I'd also like to know...	
Body – answering questions		You also asked me about...	

Look at the examples in the first worksheet to help.

Suggested answers

Many other phrases are possible, so please check if you wrote something different.

Function	(Very) formal/ polite	Medium formality	(Very) informal
Opening greeting – one person	Dear Mr Jones Dear Sir or Madam	Dear John	Hi John Hi John
Opening greeting – group of people	To: All... staff	Dear all Hi everyone	Hi guys Hi
Opening line – mentioning the last contact between you	Thank you for your email, which I received this morning. Thank you for taking the time to meet me last week.	Thanks for your email about... Thanks for meeting me last week.	Just got your mail about... Was so lovely to see you again last week. Was so thrilled to get your mail. Was such a nice surprise to hear from you again.
Opening line – social language	I hope you are well. I hope this email finds you well.	How are you?	How's it going? How are you doing? How are things? How's life?
Opening line – topic of the email	I am writing to you in connection with/ regarding/ in order to/ concerning...	I'm writing to you about...	About... Anyway, as you can imagine, this is about...

Function	(Very) formal/ polite	Medium formality	(Very) informal
Closing line – asking for a reply	I look forward to hearing from you (soon).	I'm looking forward to hearing from you (soon).	Looking forward to hearing from you. Keep in touch! Write soon!
Closing line – offering more emails	If you require any further information/. If you have any further questions, please do not hesitate to contact me.	If you need any more information, please contact me.	If you need more info, just let me know. If you have any more questions, drop me a line any time.
Closing line – (big) requests	Thank you in advance.	Thank you. Thanks in advance.	Cheers. Thanks.
Closing line – mentioning next meeting	I look forward to seeing you again soon. I hope we have the opportunity to meet again soon.	I'm looking forward to seeing you then.	Looking forward to seeing you soon. CU then. Can't wait to see you again!
Closing line – closing negative emails	I hope that is acceptable with you. Please accept our sincerest apologies for any inconvenience caused.	I hope that's okay (with you). I'm sorry that I couldn't be of more help.	Hope that's OK. Sorry I couldn't be more help. Sorry 'bout all that.
Closing greeting	Yours sincerely Sincerely yours Best regards	Regards Yours All the best	Best wishes Lots of love ATB Hugs and kisses
Name at the end	A.M. Case (Mr)	Alex Alex Case	A

Function	(Very) formal/ polite	Medium formality	(Very) informal
Body – mentioning attachments	Please find attached my report/ the information that you asked for.	I've attached... Please find... attached.	Here's the info you asked for. This doc should have all the info you need.
Body – making arrangements	I would be very glad to meet on 12 March, if that is convenient with you. I am afraid I have to meet a customer at that time, but I would be very happy to meet later in the week if you are available.	I'd like to meet on Monday, if you're available then.	I'm free Tues. Sound OK? How about Fri? Sorry, can't make it then, but...
Body – negative answers/ giving bad news	Unfortunately I will not be able to... I regret to inform you that...	I'm afraid.../ I'm sorry but...	Sorry, not possible, 'cos...
Body – requests	Could you possibly...? I would be very grateful if you could... (if it's not too much trouble).	Could you...?	Can you...? Can you do me a huge favour and...? Can you give me a hand with...?
Body – enquiries	My second question is... Could you also give me some information about...?	I'd also like to know...	Also, you don't happen to know..., do you?
Body – answering questions	In answer to your second question,...	You also asked me about...	And about..., I'd say...

Cards for students to hold up

Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal
Formal	Informal

Email abbreviations presentation and practice

The list on the left below has short forms which are used in emails and the column on the right has longer forms of the same things. Split the left-hand list into abbreviations and split the right-hand list into longer forms, match them, then write the matching pairs in the space given at the bottom of the table. Note that some abbreviations have more than one longer form and some need rewriting with different size of letters, punctuation, etc.

Check your answers as a class or with the suggested answers.

Look at just one column of the table (by folding the paper or covering the other column) and see how many of the forms on the other side you can remember, then do it the other way around.

Test each other by reading out long forms for your partner to make the short form of or short forms for your partner to make the long form of.

What are the differences in meaning between these expressions?

BTW/ PS

e.g./ etc.

e.g./ i.e.

TBC/ TBA

NB/ FYI

BW/ BR

XXX/ XOXO

Which abbreviations below are informal? Which kinds of abbreviations aren't informal?

Are abbreviations from Latin usually informal or not?

Use as many of the abbreviations as you can while you roleplay email exchanges, first with informal emails and then in a more formal situation.

Suggested answers

Re	regarding/ concerning/ about
FYI	for your information/ just thought that you should know
info	information
FWD/ fwd	forward/ send on
AM/ am/ a.m.	in the morning
PM/ pm/ p.m.	in the afternoon/ in the evening
e.g.	for example/ for instance
i.e.	in other words/ that is to say/ by which I mean
etc	and so on/ and so forth
Jan	January
Wed	Wednesday
NB	please note that
TBA	to be arranged/ to be announced
TBD	to be decided/ to be determined
TBC	to be confirmed
CC	carbon copy/ please include
BCC	blind carbon copy
ASAP	as soon as possible/ as soon as you can
btw	by the way
CU	See you/ I look forward to seeing you
RSVP	Please let me know if you can attend
BR	Best regards
ATB	All the best
BW	Best wishes
XXX	Kisses
XOXO	Hugs and kisses
PS	Just one more thing/ Sorry, I forgot to say...

Brainstorming stage

Write as many suitable phrases as you can in the gaps below. Things not above are also sometimes possible.

Re	
FYI	
	information
	forward/ send on
	in the morning
PM/ pm/ p.m.	
e.g.	
	in other words/ that is to say/ by which I mean
etc	
Jan	
	Wednesday
	please note that
	to be arranged/ to be announced
	to be decided/ to be determined
TBC	
CC	
BCC	
ASAP	
	by the way
	See you/ I look forward to seeing you
	Please let me know if you can attend
BR	
ATB	
BW	
	Kisses
XOXO	
PS	

Check above. Other answers are sometimes possible (e.g. different longer forms), so check if you wrote something different.

Email abbreviations pairwork speaking

Optional preparation stage

With someone who has the same worksheet, try to guess what the expressions in bold on your worksheet mean and what their long forms are (if they are short) or what their short forms could be (if they are long).

Pairwork matching activity

See below.

What are the differences in meaning between these pairs of expressions?

BTW/ PS e.g./ etc. e.g./ i.e. TBC/ TBA
NB/ FYI BW/ BR XXX/ XOXO

Test each other on the phrases:

- Read out a long form for your partner to say the short version of
- Read out a short version for your partner to say the long version of
- Read out an example sentence with the part in bold missing for your partner to complete (with other answers that make sense also okay)
- Read out a short or long version for your partner to make an example sentence for (with the right level of formality)
- Read out either a match or one of the pairs of different phrases for your partner to identify as the same or different
- Read out a pair of different phrases for your partner to explain the difference between

Which abbreviations on the worksheets are informal? Which kinds of abbreviations aren't?

Are Latin abbreviations usually informal or not?

Extension

Write example sentences for each abbreviation below then write example sentences with the long forms of those expressions, making sure the example sentences match the level of formality of each form. Then compare with the first worksheets.

1. a.m.
2. asap
3. BR
4. BTW
5. CC
6. CU
7. e.g.
8. etc
9. Feb
10. FYI
11. i.e.
12. info
13. NB
14. PS
15. Re
16. TBC

Student A

Work with someone with a different worksheet (i.e. Student A and Student B together). Without showing your worksheets to each other, try to match up the short and long forms, by reading out just the parts in bold first and then the whole sentences to check. Note that some of the long forms have (very) different wording to the short forms. Write the other form on your worksheet each time when you are sure that you have the right match.

Useful language for matching up the expressions

I think it stands for.../ I think it means...

Can you read out... (again)?

Can you read out the whole sentence?

How do you spell...?

It seems to have the same meaning.

I don't think that is the right one. Let's try another one.

Shall we come back to that one later?

Abbreviations

- I'm available at 9 **a.m.** on Monday, if that is convenient with you.
- Please let me know **ASAP** if you want to change this date.
- **BR**, Alex
- **BTW**, there's a shuttle bus from the station to our building if you are coming by train.
- **BW**, Al
- I'm **CCing** my boss in on this.
- **CU** on Monday.
- I'm afraid we've had some quality problems, **e.g.** cracks and batteries with short lives.
- For the meeting we will need a projector, laptop, laser pointer, **etc.**
- Are you free to meet in **Feb**?
- Can you **fwd** this to John?

Longer forms

- We feel that our local partners were not entirely honest with us about the skills of their workers, **in other words** that they hid how incompetent they generally are.
- If you require any further **information**, please do not hesitate to contact me.
- **Just one more little thing.** Can you recommend any good hotels in your area?
- **Monday** is fine. What time is good for you?
- There will be a party on Friday. **Please let me know if you can attend.**
- **Please note that** any claims received after this date will be paid the following month.
- I am writing to you **regarding** your interview with us last week.
- **Thank you in advance.**
- Just a quick email **to let you know that** the 2nd floor toilets will be closed next week.
- **We haven't decided on** the agenda **yet**, but I'll get it to you in the next couple of days.
- **Hugs and kisses**, Steve

Show your worksheets to each other to start checking your answers, then check the matches between short and long forms as a class.

Ask about any which you don't understand or think could have different short or long forms.

Student B

Work with someone with a different worksheet (i.e. Student A and Student B together). Without showing your worksheets to each other, try to match up the short and long forms, by reading out just the parts in bold first and then the whole sentences to check. Note that some of the long forms have (very) different wording to the short forms. Write the other form on your worksheet each time when you are sure that you have the right match.

Useful language for matching up the expressions

I think it stands for.../ I think it means...

Can you read out... (again)?

Can you read out the whole sentence?

How do you spell...?

It seems to have the same meaning.

I don't think that is the right one. Let's try another one.

Shall we come back to that one later?

Abbreviations

- **FYI**: These sales areas will be reconsidered every two years.
- There might also be some downsizing (**i.e.** we might have to lay some people off).
- If you need any more **info**, just let me know.
- The new contract conditions will be in effect from **Mon.**
- **NB**, this offer will expire at the end of March.
- **PS** Please let me know if there are any souvenirs that you'd particularly like me to bring from Japan.
- **Re**: the latest delivery.
- Subject: Invitation to our shareholder meeting (**RSVP**)
- The venue is still **TBC**.
- It really would be a great help if you can lend a hand with this. **Thx**, Alex.
- **XOXO**, John

Longer forms

- Please let me know if you need any help with photocopying, binding, **and so on**.
- I'll let you know **as soon as I can** if we need to reschedule this.
- **Best regards**, Alex Case (Mr)
- **Best wishes**, Jojo
- **By the way**, we can book the taxi from the airport for you if you like.
- The contract will run from **February** 2017 for twelve months.
- We'd also like to ask about guarantees. **For example**, is the exterior also covered?
- The workshops will start from half past ten **in the morning**.
- Can you **include me** on any emails that you send him about this?
- Could you possibly **send this on** to your direct boss?
- I look forward to **seeing you** then.

Show your worksheets to each other to start checking your answers, then check the matches between short and long forms as a class.

Ask about any which you don't understand or think could have different short or long forms.

Emailing politeness competition game

What is (usually/ probably) wrong with all the phrases below? They all have the same problem.

Formal and informal email opening greetings

Hiya John/ Hey!/ Dearest Bob

Hey dudes!

Opening line

Just got your mail./ Was so thrilled to get your mail!

Wow, that was quick!

I know it took me ages to get back to you!

Fab to meet you last week./ Was cool to meet up last week.

About.../ Writing 'bout...

Writing to...

Wassup?

Good weekend?

A real quick one to let you know that...

Body

Writing about attachments/ documents

Check out the attached document for more info.

Orders/ Commands/ Instructions/ Demanding action

Please finish by...

Requests

Can you do me a huge favour and...?

Enquiries

Need some info about...

Responding to requests

There's absolutely no way that I can do that.

Asking for permission

I wanna... Sound OK?

Making arrangements/ Invitations

U free at 9 on Mon?

No idea 'bout the venue yet.

Fancy... (with us)?/ Wanna... (with us)?

Making complaints

I'm very angry about.../ ... was terrible.

You sent the wrong amount.

Emphasizing important information

Turn off ALL the lights when you finish!!!

Mentioning other people

Hugs and kisses to...

Please FWD this to...

Please CC me when you mail...

Closing line

Write soon!/ Please reply ASAP.

Can't wait to CU then!

Need more info? Just drop me a line.

Thx!!!!

Sound OK?

So sorry!!!/ Sorry 'bout that.

Closing greeting

Hugs and kisses/ XXX/ XOXO

Name at the end

(nothing)

Answer: They are all very informal (sometimes just meaning very casual or friendly, but often meaning rude)

Work in groups of two to four. Choose one of the lines above and take turns making it more and more polite/ formal (probably also meaning longer and longer). Continue as long as you can (even if that makes it too formal!) Whenever everyone gives up or the next version is less formal/ less polite, the person who made the most formal version wins that round. Discuss which of those phrases is actually most useful for your emailing, then do the same getting more and more formal activity with other sentences from above.

Mixed answers

Without looking above, label the examples below with numbers from 1 for the most informal (the one which was above) to 4, 5 or 6 for the most formal.

Formal and informal email opening greetings

Dear John

Dear Mr Smith

Hi John

Hiya John/ Hey!/ Dearest Bob

Dear all

Hey dudes!

Hi everyone

Hi/ Hi guys

To: All staff

Opening line

Just got your mail./ Was so thrilled to get your mail!

Thank you for your email yesterday about...

Thank you for your email.

Thanks for your email.

Thanks for your mail.

Thank you for writing back so quickly.

Thank you very much for writing back to me so quickly.

Thanks for your quick reply.

Wow, that was quick!

I know it took me ages to get back to you!

I'm sorry it's taken me so long to reply to your email.

Sorry for my late reply.

Fab to meet you last week./ Was cool to meet up last week.

It was a great pleasure to have the opportunity to be able to meet you last week.

It was a pleasure to meet you last week.

It was great to meet you last week./ Thanks for meeting me last week.

About.../ Writing 'bout...

I am writing to you in connection with/ regarding/ with regards to/ concerning...

I'm writing to you about...

Re:...

Regarding...

Writing about...

I am writing to you in order to...

I'm writing to...

Writing to...

How are things?/ How's life?/ How's it going?/ How are you doing?

How are you?

I hope this email finds you well.

I hope you are well.

Wassup?

Good weekend?

How was your weekend?/ Hope you had a good weekend.

I hope you had a good weekend.

I'll write with more details later, but I thought that you might need to know that...

Just a quick note to say...

Only got a second, but thought you should know...

A real quick one to let you know that...

This is just a quick note FYI to say...

Body

Writing about attachments/ documents

Check out the attached document for more info.

Here is the document.

I've attached the document.

Please find the document attached./ Please see the attached document for more details.

The document is attached.

Orders/ Commands/ Instructions/ Demanding action

I'd like you to finish by...

Please finish by...

Please make sure that you finish by...

Would you please finish by...?/ I'm afraid I have to ask you to finish by...

Requests

Can you do me a huge favour and...?

Can you... (for me)?

Could you possibly...?

Could you...?

I would be very grateful if you could....

Enquiries

Can you tell me...?

Could you inform me...?

Could you possibly give me some information related to...?

Need some info about...

Responding to requests

I'm afraid I can't do that.

I'm afraid that will be rather difficult.

There's absolutely no way that I can do that.

Asking for permission

Am I allowed to...?

Do you mind if I...?

I wanna... Sound OK?

Is it okay for me to...?

Would you mind at all if I...?

Making arrangements/ Invitations

How about meeting at nine o'clock on Monday (if you're free/ if that's OK with you)?

I'd like to meet at nine a.m. on Monday 25th (if you are available then/ if that suits you).

It would be great if we could meet at nine a.m. on Monday 25th April if that is convenient with you.

U free at 9 on Mon?

What about meeting at 9 on Monday?

I'm afraid I still need to confirm the venue.

No idea 'bout the venue yet.

The venue is still TBA/ TBC/ TBD.

Do you fancy... with us?/ How about... with us?

Fancy... (with us)?/ Wanna... (with us)?

It would be our great pleasure if you could attend...

We'd like to invite you to...

Making complaints

I am not happy with.../ ... was not good enough.

I am not very happy with.../ ... was not really good enough.

I was not entirely satisfied with.../ ... did not meet the high standards that I expected.

I'm very angry about.../ ... was terrible.

You didn't send the right amount.

You don't seem to have sent the right amount.

You sent the wrong amount.

Mentioning other people

Hugs and kisses to...

Please give my good wishes to...

Please give my love to...

Please pass my best regards onto...

Please say Hi to... from me.

Can you send this onto...?

Could you possibly forward this to...?

I would be very grateful if you could forward this to...

Please FWD this to...

Can you copy me in when you email...?
Could you include me when you send an email to...?
Please CC me when you mail...

Emphasizing important information

NB: staff are expected to turn off all the lights when they finish.
Please note that staff are expected to turn off all the lights when they finish.
Please **turn off all the lights** when you finish.
Turn off ALL the lights when you finish!!!

Closing line

I look forward to hearing from you soon.
I'm looking forward to your reply.
I'm waiting for your reply.
Looking forward to hearing from you.
Write soon!/ Please reply ASAP.

Can't wait to CU then!
CU then.
I look forward to seeing you then.
I'm looking forward to seeing you then.
See you on Monday.

If you need any more info, just let me know.
If you need any more information, please let me know.
If you require any further information, please do not hesitate to contact me.
Need more info? Just drop me a line.

Any assistance that you could give me in this matter would be greatly appreciated.
Cheers.
Thank you in advance.
Thank you.
Thx!!!!/ You're a lifesaver!
Thanks.

Hope that's OK.
I hope that is acceptable with you.
I hope that is okay.
Sound OK?

Again, please accept my apologies for any inconvenience caused.
I'm sorry about that.
Once again, please accept our sincerest apologies for any inconvenience that might have been caused.
So sorry!!!/ Sorry 'bout that.

Closing greeting

All the best

Best regards

Best wishes

BW

Hugs and kisses/ XXX/ XOXO

Lots of love

Regards/ Yours

Sincerely/ Sincerely yours/ Yours sincerely/ Yours faithfully

Name at the end

(nothing)

A

A.M. Case (Mr)

AI

Alex

Alex Case

Check as a class or with the answer key.

Suggested answers

Opening greeting

Formal and informal email opening greetings

1. Hiya John/ Hey!/ Dearest Bob
2. Hi John
3. Dear John
4. Dear Mr Smith

1. Hey dudes!
2. Hi/ Hi guys
3. Hi everyone
4. Dear all
5. To: All staff

Opening line

1. Just got your mail./ Was so thrilled to get your mail!
2. Thanks for your mail.
3. Thanks for your email.
4. Thank you for your email.
5. Thank you for your email yesterday about...

1. Wow, that was quick!
2. Thanks for your quick reply.
3. Thank you for writing back so quickly.
4. Thank you very much for writing back to me so quickly.

1. I know it took me ages to get back to you!
2. Sorry for my late reply.
3. I'm sorry it's taken me so long to reply to your email.

1. Fab to meet you last week./ Was cool to meet up last week.
2. It was great to meet you last week./ Thanks for meeting me last week.
3. It was a pleasure to meet you last week.
4. It was a great pleasure to have the opportunity to be able to meet you last week.

1. About.../ Writing 'bout...
2. Writing about...
3. Re:...
4. Regarding...
5. I'm writing to you about...
6. I am writing to you in connection with/ regarding/ with regards to/ concerning...

1. Writing to...
2. I'm writing to...
3. I am writing to you in order to...

1. Wassup?
2. How are things?/ How's life?/ How's it going?/ How are you doing?
3. How are you?
4. I hope you are well.
5. I hope this email finds you well.

1. Good weekend?
2. How was your weekend?/ Hope you had a good weekend.
3. I hope you had a good weekend.

1. A real quick one to let you know that...
2. Only got a second, but thought you should know...
3. Just a quick note to say...
4. This is just a quick note FYI to say...
5. I'll write with more details later, but I thought that you might need to know that...

Body

Writing about attachments/ documents

1. Check out the attached document for more info.
2. Here is the document.
3. I've attached the document.
4. The document is attached.
5. Please find the document attached./ Please see the attached document for more details.

Orders/ Commands/ Instructions/ Demanding action

1. Please finish by...
2. Please make sure that you finish by...
3. I'd like you to finish by...
4. Would you please finish by...?/ I'm afraid I have to ask you to finish by...

Requests

1. Can you do me a huge favour and...?
2. Can you... (for me)?
3. Could you...?
4. Could you possibly...?
5. I would be very grateful if you could....

Enquiries

1. Need some info about...
2. Can you tell me...?
3. Could you inform me...?
4. Could you possibly give me some information related to...?

Responding to requests

1. There's absolutely no way that I can do that.
2. I'm afraid I can't do that.
3. I'm afraid that will be rather difficult.

Asking for permission

1. I wanna... Sound OK?
2. Is it okay for me to...?
3. Am I allowed to...?
4. Do you mind if I...?
5. Would you mind at all if I...?

Making arrangements/ Invitations

1. U free at 9 on Mon?
2. What about meeting at 9 on Monday?
3. How about meeting at nine o'clock on Monday (if you're free/ if that's OK with you)?
4. I'd like to meet at nine a.m. on Monday 25th (if you are available then/ if that suits you).
5. It would be great if we could meet at nine a.m. on Monday 25th April if that is convenient with you.

1. No idea 'bout the venue yet.
2. The venue is still TBA/ TBC/ TBD.
3. I'm afraid I still need to confirm the venue.

1. Fancy... (with us)?/ Wanna... (with us)?
2. Do you fancy... with us?/ How about... with us?
3. We'd like to invite you to...
4. It would be our great pleasure if you could attend...

Making complaints

1. I'm very angry about.../ ... was terrible.
2. I am not happy with.../ ... was not good enough.
3. I am not very happy with.../ ... was not really good enough.
4. I was not entirely satisfied with.../ ... did not meet the high standards that I expected.

1. You sent the wrong amount.
2. You didn't send the right amount.
3. You don't seem to have sent the right amount.

Emphasizing important information

1. Turn off ALL the lights when you finish!!!
2. Please **turn off all the lights** when you finish.
3. NB: staff are expected to turn off all the lights when they finish.
4. Please note that staff are expected to turn off all the lights when they finish.

Mentioning other people

1. Hugs and kisses to...
2. Please give my love to...
3. Please say Hi to... from me.
4. Please give my good wishes to...
5. Please pass my best regards onto...

1. Please FWD this to...
2. Can you send this onto...?
3. Could you possibly forward this to...?
4. I would be very grateful if you could forward this to...

1. Please CC me when you mail...
2. Can you copy me in when you email...?
3. Could you include me when you send an email to...?

Closing line

1. Write soon!/ Please reply ASAP.
2. I'm waiting for your reply.
3. Looking forward to hearing from you.
4. I'm looking forward to your reply.
5. I look forward to hearing from you soon.

1. Can't wait to CU then!
2. CU then.
3. See you on Monday.
4. I'm looking forward to seeing you then.
5. I look forward to seeing you then.

1. Need more info? Just drop me a line.
2. If you need any more info, just let me know.
3. If you need any more information, please let me know.
4. If you require any further information, please do not hesitate to contact me.

1. Thx!!!!
2. Cheers.
3. Thanks.
4. Thank you.
5. Thank you in advance.
6. Any assistance that you could give me in this matter would be greatly appreciated.

1. Sound OK?
2. Hope that's OK.
3. I hope that is okay.
4. I hope that is acceptable with you.

1. So sorry!!!/ Sorry 'bout that.
2. I'm sorry about that.
3. Again, please accept my apologies for any inconvenience caused.
4. Once again, please accept our sincerest apologies for any inconvenience that might have been caused.

Closing greeting

1. Hugs and kisses/ XXX/ XOXO
2. Lots of love
3. BW
4. Best wishes
5. All the best
6. Regards/ Yours
7. Best regards
8. Sincerely/ Sincerely yours/ Yours sincerely/ Yours faithfully

Name at the end

1. (nothing)
2. A
3. Al
4. Alex
5. Alex Case
6. A.M. Case (Mr)

Ask about anything above which you couldn't understand or didn't understand the reasons for the formality of.

Speaking activity

Choose a function and level of formality and say what you would write in such a situation. Your partner should listen and answer with the same level of formality.

Writing homework

Choose three functions such as those above and write out the emails, one as a formal email, one as an informal email/ casual email, and one with a medium level of formality.

Brainstorming stage

Brainstorm phrases with the right level of formality for your own emailing into the categories below.

Opening

Opening greetings

Opening lines

Opening lines mentioning the last contact between you

Opening lines with the subject of the email

Social opening lines/ Friendly opening lines

Opening lines for short emails

Body of the email

Mentioning attachments

Instructions/ Commands/ Demanding action

Requests

Asking for permission

Making arrangements/ Changing arrangements/ (Re)scheduling

Making complaints

Invitations

Emphasizing important information

Closing

Closing lines

Closing lines mentioning the next contact between you

Closing lines offering more communication/ help (if needed)

Closing lines for (big) requests

Closing lines with apologies/ Closing lines when responding to complaints

Closing greetings

Name at the end

Compare with the suitable phrases above, brainstorm more, then compare your extra ideas as a class or with the phrases from page 368.

Key words for polite email phrases activities

Use the key words below in the politeness competition from page 266, to brainstorm suitable formal/ polite emailing phrases, and/ or in phrases as you roleplay polite/ formal email exchanges. Your teacher will tell you if you should discard the cards or cross of the words as you use them, or if you can continue to use them in other phrases.

acceptable	advance	afraid	apology/ies
appreciate(d)	attached	available	best
connection	contact	convenient	dear
forward	further	great	hope
inconvenience	just	mind	opportunity
order	please	pleasure	possibly
regards	so	sorry	thank
very	would	yours	

Formal and informal emails meeting criteria board game

a medium-formality email	a casual (but not extremely casual) email	an extremely casual email/ an extremely friendly email	your free choice of email	START a cover letter/ a job application email
a formal (but not super-formal) email	<p style="text-align: center;">Instructions for students</p> <p><i>Work in groups of two to four students. Each place a counter (eraser, coin, etc) on or write your name in the "START" square. The person whose turn it is should say an email that they would send in that situation, including the whole email from the opening greeting to their name at the end. When they finish saying that email, the other people in their group give them one point for each of the criteria below that their email met, but no points for any criteria they didn't meet (including any criteria which were impossible in that situation). That person can move clockwise one square for each point that they got, then play passes to the next person.</i></p> <p style="text-align: center;">Criteria to meet</p> <ol style="list-style-type: none"> 1. formal enough for that situation/ polite enough for that situation 2. casual enough for that situation/ friendly enough for that situation 3. the right opening 4. the right closing 5. consistent formality/ the same level of formality all the way through the email 6. perfect/ couldn't be improved! 			writing to a friend
a super-formal email				writing to a family member
forwarding an email to someone				responding to a complaint
an email following up a meeting				a group email to everyone in your team
an email to an ex-colleague				a group email to the whole company
an email about a delay				an email to your direct boss
cancelling something				an email to your boss's boss
postponing something				an email to your CEO
a negative response				a complaint
a positive response				an invitation to a social occasion
asking for permission				responding to an invitation
booking something				giving good news
asking for someone's contact details				contacting an old school friend
announcing downsizing				giving bad news
an apology				an email to a family member
replying to a new customer				a small request

Practising emailing section

See also:

- Academic emails roleplays page 216
- Dealing with problems and complaints by email writing game page 186
- Different kinds of emails needs analysis, presentation and practice page 12
- Email announcements practice page 241
- Email requests and enquiries coin game page 162
- Emailing needs analysis and instant personalised practice page 10
- Making arrangements by email coin games page 134
- Making arrangements by email game page 133
- Negotiating by email roleplays page 206

Emailing practice coin games

Choose one of the functions below and dictate a (whole) email doing that thing, e.g. a whole email from “Dear Sir or Madam, I’m writing to enquire about...” to “I look forward to hearing from you soon. Yours, (name)” for “Making enquiries”. Before responding, your partner will flip a coin to decide if their answer will be positive (heads) or negative (tails). Continue the email exchange until you get a positive answer or give up, flipping the coin each time that a positive or negative response is needed/ is possible.

- Asking for advice/ Asking for recommendations
- Asking for feedback on something
- Asking for permission
- Checking the progress of something (e.g. if a project is finished)
- Complaint (demanding some action)
- Giving instructions/ orders/ commands (e.g. a new office rule)
- Inviting someone to socialise together
- Making arrangements (= Suggesting a time and place to meet)
- Making enquiries (= Asking for information)
- Offering a product or service (= Sales email)
- Offering help
- Request
- Suggesting a change to something

Brainstorm phrases for the functions above and for positive and (polite) negative responses.

Play a similar game, but this time the person who will send the original email should first secretly flip the coin to see if they should try to get a positive response (for example by asking an easy question – heads) or should try to get a negative response (for example by offering a useless product – tails). After sending the email and getting a response, show the responder which side of the coin is up and so what response you were trying to get.

Play the same game, but this time also flip a coin before starting to see if your exchange should be formal (heads) or informal/ casual/ friendly (tails).

Play the same game, but this time flip a coin before starting to see if your exchange should be internal (e.g. with a colleague – heads) or external (e.g. with a client or supplier – tails).

Play the same game, but this time also flip the coin before starting to see if you should communicate by email (heads) or telephone (tails).

Email roleplays dice games

Roleplay a whole email exchange such as trying to fix an appointment with someone, with you “sending” the first email and your partner replying, continuing the exchange until it comes to a natural end. Your teacher will tell you if you should write the emails (e.g. on scrap paper) or if you should just say what you would write, but in each case include the whole email (from opening greeting at the start to your name at the end) each time.

Do the same, but this time roll a dice before and/ or during the roleplay to decide who you are writing to, how formal or informal the emails should be, if your replies should be positive or negative, etc. Your teacher will tell you which sections below you should look at, e.g. just Section A and Section C, or if you can choose.

Before the roleplay

Section A: Who you are contacting

1. Business/ Professional
2. Personal/ Private
3. Someone you know
4. Someone you don't know
5. Internal (e.g. a colleague)
6. External (e.g. a customer or supplier)

Section B: Formality

1. Super formal
2. Formal
3. Medium formality/ Standard business level
4. Quite informal
5. Very informal
6. Free choice

Section C: Functions

1. Negotiating
2. Making arrangements
3. Asking for permission
4. Making a complaint
5. Ordering products
6. Enquiry/ Request

Section D: Requests and enquiries

1. Asking for information
2. Asking for more information about something
3. Asking for confirmation/ Checking information
4. Checking before ordering something
5. Asking for help
6. Free choice

Section E: Business topics

1. Product/ Service
2. Quality
3. Progress
4. Payment
5. Delivery
6. Scheduling/ Timing

Section F: Academic topics

1. Assessment
2. Writing
3. Research
4. Attendance
5. Money
6. Quotes/ Sources

During the roleplay**Section G: Replies/ Responses**

1. Positive reply
2. Negative reply
3. A mix of positive and negative replies/ Ambiguous reply
4. Reply will come later
5. Passing the email onto another person/ Forwarding the email to someone else
6. Free choice

Emailing problem roleplays

Choose a situation below and roleplay an email exchange including that complication. Your teacher will tell you if you should write the emails or just say what you would write, but make sure you include whole emails (from opening greeting at the start to your name at the end) and continue the exchange until it reaches a natural end. "You" is the person who chose that roleplay, with their partner playing the roles of the other person/ people.

1. Give some bad news.
2. Go over your boss's head to your boss's boss.
3. The email that you receive refers to an email from you that you can't remember.
4. The email which you've received seems to have been sent before it was finished.
5. You have received two negative replies but decide to try again.
6. The person who emailed you has made a mistake.
7. You get an unhappy reply to a group email.
8. Someone has written as if know each other, but you can't remember them.
9. You are no longer in charge of the thing that someone wrote to you about.
10. You can't do what you have been asked to do.
11. Two people have replied to your group email with different opinions.
12. Write about something which needs to be done very soon.
13. Write about something which you forgot to do.
14. Write about something which you lost.
15. Write again before you receive a reply.
16. You and the other person send emails about the same thing at exactly the same time.
17. You are not sure who you should write to about something.
18. You can't open the attachment that you have received.
19. You have changed your mind about something which you wrote in an earlier email.
20. You couldn't read your emails for a week, so you missed an urgent message.

21. You don't have any special reason to write but just want to stay in touch.
22. You forgot to attach the thing that you wrote about in your last email.
23. You forgot something important in your last email.
24. You've missed a deadline
25. You need to check something about the email you received before replying properly.
26. You got emails from two people who work together but contradicted each other.
27. You have received no reply for five days.
28. You have received a phone message which you don't fully understand.
29. You are replying in place of the person who the original email was to.
30. You write after a very long time with no contact.
31. You have received an email meant for someone else (maybe with a similar name).
32. Your first email was pinged back, so try another address/ another person.
33. You don't really understand the email that you received.
34. A supplier emailed with an apology for their mistake but no action to make up for it.
35. A customer has made an order at their usual price, but you need to charge more now.
36. You think that the deadline in the email that you received is too short.
37. The quotation that you received is much too high.
38. You negotiated an agreement but your boss objected when you got back to the office.
39. You need to email a team member with a request, but know they'll be unhappy with it.

Ask about any situations which are difficult to understand, difficult to cope with, etc.

Do the same roleplaying activity, but this time choosing a card or number at random.

If you haven't yet, do the negotiating roleplays near the end of the list. Then discuss how to negotiate by email.

131 emailing roleplays

Choose one of the roleplays below and roleplay a whole email exchange on that topic, with that function, with that level of formality, with that person, etc. Say or write whole emails, from the beginning to the end of the email exchange. You have free choice for things which are not defined on that line below, e.g. you can choose any topic you like if that line only specifies "Formal".

1. Admin (= administration)/ Documents/ Paperwork
2. Advice/ Feedback/ Recommendations
3. Announcement
4. Application
5. Appointment
6. Asking for a lift (= asking for a ride, to be taken somewhere in someone's car)
7. Asking for information/ Enquiries
8. Asking to be put in contact with someone
9. Attachments
10. Audit
11. Bad news
12. Bar or restaurant
13. Booking/ Reservation
14. Borrowing
15. Bus company
16. Cancelling
17. Changing
18. Changing job/ position/ role
19. Checking/ Confirming/ Clarifying
20. Colleague/ Co-worker/ Workmate
21. Complaint
22. Compliance
23. Conflicts, e.g. between partner companies or different departments
24. Contact details
25. Contacting someone after a long time
26. Contract(s)
27. Cooperating/ Working together (joint ventures etc)
28. Costs
29. Counterpart in another company/ section/ branch
30. Customer feedback/ Market research
31. Customer support/ Customer service
32. Deadline
33. Decision
34. Delaying
35. Delivery
36. Demanding action
37. Directions (on how to get somewhere, e.g. reaching your office)
38. Exchange started by the other person
39. Exchange started by you
40. Ex-colleague
41. External email

42. Fellow graduate
43. Finance
44. First contact
45. Fixing a meeting
46. Following up a face to face meeting
47. Following up a phone call
48. Following up a teleconference
49. Following up a video conference
50. Following up an answerphone message
51. Following up something sent via snail mail/ through the post
52. Formal
53. Forwarded email(s)
54. Friendly
55. Future
56. Good news
57. Head office/ HQ/ Headquarters
58. Head-hunter
59. Help
60. Hotel
61. How to do something (e.g. operate some machinery)
62. HR/ Personnel
63. Improvements
64. Informal
65. Instructions
66. Internal email
67. Invitation (for social events such as drinks, etc)
68. Invoice
69. Job application
70. Just keeping in touch
71. Late payment
72. Legal action
73. Line manager/ Direct boss/ Supervisor
74. Maintenance/ Repairs
75. Manufacturer
76. Marketing (advertising, sponsorships, etc)
77. Medium formality
78. Meeting
79. Message on your answer machine
80. Mistakes
81. Negative response
82. Negotiation
83. Old school friend
84. Online retailer
85. Ordering products
86. Overseas trip/ Travel
87. Payment
88. Permission
89. Possible future customer

90. PR (= public relations)/ Media relations
91. Presentation
92. Problems
93. Product launch
94. Products/ Services
95. Progress check/ Chasing something up
96. Projects (action plans, progress, etc)
97. Property/ Premises
98. Quitting
99. R&D (= research and investment)/ New products/ Innovation
100. Recruitment
101. Refund
102. Regular customer
103. Reminder
104. Renegotiating
105. Reorganisation/ Restructuring/ Downsizing
106. Request
107. Rescheduling
108. Rules/ Regulations
109. Schedules
110. Selling/ Advertising (new) products
111. Small print
112. Social media
113. Socialising
114. Someone you met at a conference/ trade show/ trade fair
115. Something which needs to be done very soon.
116. Something you lost
117. Special event
118. Speech
119. Staff satisfaction
120. Supplier/ Vendor/ Subcontractor
121. Tax/ Social security
122. Technology (IT etc)
123. Thanking
124. Top manager/ Director/ Head of a department
125. Training
126. Venue
127. Very formal
128. Very informal
129. Warning(s)
130. Working conditions
131. Wrong information

Ask about any situations which you don't understand, cannot imagine typical emails for, etc.

Do the same roleplaying email exchanges, but this time choosing a number at random.

Emailing rotating revision board game

Arrangement email(s) your partner says no to.	Email(s) with offers that your partner says yes to.	Email(s) with offers that your partner says no to.	Negative email(s) with acceptable reasons.	START Different email opening greetings (right at the start).
Arrangement email(s) your partner says yes to.	<p><i>Write your name in or put a counter on the first square.</i></p> <p><i>Do the challenge of the square you are on. Your partner will agree or disagree, reply to your email, check if it is correct, etc. Continue doing that challenge until you make a mistake or do it correctly 6 times. Move clockwise the number of squares of your correct answers, e.g. 4 squares if the 5th thing you said was wrong. The winner is the person who has moved most around the board when your teacher stops you.</i></p> <p>Other rules:</p> <ul style="list-style-type: none"> - <i>You must <u>stop the 1st time you make a mistake</u> (so it is possible to stay on the same square)</i> - <i><u>You can't move more than six squares</u></i> - <i>If your square says "email(s)", you could include all the requests, enquiries, etc in one email or spread them over up to six emails. If it is one, you get one point for each right answer in that email starting from the first, until one wrong answer, e.g. two points if they can't answer your third question.</i> - <i>If you land on a square that someone has already done, <u>you can copy what was said before if you like</u> (although some things may get different reactions).</i> <p>Useful language for playing the game</p> <p>"That sounds right."/ "I think that's okay." "I don't think that is right because..." "How many points (did I get)?" "You can move zero/ one/ two/ ... square(s)." "It's my turn."/ "It's your turn."</p>			Different email opening lines (after "Hi John", etc).
Emailed questions your partner can't answer.				Different opening lines for replies to emails.
Emailed questions your partner can (really) answer.				Opening lines for 1st emails/ on a new topic.
Emailed with requests your partner says no to.				Opening lines when the last contact was not by email.
Request email(s) your partner says yes to.				Different ways of starting group emails.
Email abbreviations and meanings.				Informal/ friendly ways of starting emails.
Email phrases with the same meanings but different formality.				Formal ways of starting emails.
Medium-formality ways of ending emails.				Medium-formality ways of starting emails.
Informal/ friendly ways of ending emails.				Ways of mentioning attachments.
Formal ways of ending emails.				Email closing lines (before "Yours sincerely" etc).
Ways of writing your name at the end of emails.	Email closing greetings (before your name).	Closing lines for negative emails.	Closing lines when a reply isn't needed.	Closing lines when the next contact isn't email.

Typical problems with emailing section

See also:

- Academic emails more and more errors game page 218
- Email enquiries and requests the same or different page 163
- Email opening and closing the same or different page 91
- Email requests and enquiries error correction pairwork page 156
- Find and correct the typical opening and closing email mistakes page 60
- Group emails the same or different page 243

Mistakes with email and letter paragraphing

The emails below have problems with paragraphing, specifically:

- Problems making correct English (body) paragraphs
- Problems dividing the email into paragraphs (showing where one paragraph stops and the next paragraph starts, etc)
- Missing parts of the email

There are no problems with spelling, grammar, formality, etc, just different issues with paragraphing. Find the different paragraphing problem with each email.

Hint 1: One email has no problems.

Hint 2: Match these problems to the emails below. There is one of each.

- Closing line not separated from the body
- Both blank line and indents
- Missing closing greeting
- Missing closing line
- Missing opening line
- A new line for each sentence inside paragraphs (so it looks like a poem or song lyrics)
- No blank line and no indent between paragraphs
- Not starting a new paragraph when you start a new topic
- One-sentence paragraph in the body (so need at least one more sentence)
- Opening line not separated from the body
- Starting a new paragraph even though it's still the same topic as the last paragraph

Split and combine paragraphs in the ones which aren't split in the right places.

Draw triangles to show where blank lines should be.

Draw arrows to show where things which are in the wrong place should go.

Add the correct kinds of opening and closing to the ones which have that missing.

Compare your answers as a class or with the answer key.

Label the emails with their function ("enquiry", "making arrangements", etc) and level of formality ("very formal", "medium formality", etc).

Email A

Dear Mr Jones

Thank you for your email asking for information about our summer courses.

In answer to your first question, the courses start at various times from the last week of July to the third week of August. Some courses run on more than one date.

You also asked us about methods of payment. We accept bank transfers as well as credit cards, but please note that you must cover any international transfer fees.

If you have any further questions, please do not hesitate to contact us.

Yours sincerely
Alex Case (Mr)

Email B

Dear Ms Patel

Thank you for your email about your stay in our university halls.

I was very sorry to hear about your problems with noise from neighbouring rooms. Due to a shortage of accommodation for younger and older students, unfortunately there has been an increase in such issues in recent weeks. I will telephone the building management and ask them to contact the people involved.

I hope that is acceptable with you.

Best regards

Alex Case

Head of Student Accommodation

Email C

Hi everyone

Hope you all had a good weekend.

This is just a brief reminder of the earlier than usual date for expense claims this month.

The deadline for sending your claims to me this month is the 23rd.

This is because of the public holidays at the end of the month.

Thanks.

Kind regards

Alex

Email D

Dear Jane

I'm writing to you about the next series of workshops, which will take place in September.

I was wondering if it might be possible to use the Chancellor's Office for the workshops this time.

I'm looking forward to hearing from you.

All the best

Alex

Email E

Hi Steve

Hope you had a good time in Stockholm.

I'll be in Daytona the week after next and was hoping you might be available to meet up. I'll be there from the 14th to the 17th, so please let me know when most suits you. Looking forward to hearing from you.

Best wishes

Alex

Email F

Dear Ms Cho

The deadline for payment of course fees was the day before yesterday, so please come to our office and pay as soon as possible to secure your place on the course. Please note that at this late stage payment must be in cash.

I look forward to hearing from you soon.

Sincerely

Alex Case

Email G

Dear Dr Hassan

Thanks again for putting my article up on your website. I have just linked to it on my blog.

Unfortunately, one detail in the accompanying bio is not quite correct. "Department of Physics" should be "Department of Astrophysics". Could you possibly change that part?

Thanks in advance.

Alex Case

Email H

Dear Sir or Madam

I am writing to you in order to ask for information about your new range of lab equipment. My three main questions are below.

First of all, I'd like to ask about your discount policy. Would the equipment be cheaper if we bought several at the same time? I also have a question about your after sales service. Is it free as long as we own the products, or do we have to pay on a regular basis?

Lastly, could you tell me how long it will be before the next update to these products? We are very keen not to buy products which will shortly become out of date.

I look forward to hearing from you.

Sincerely yours

Alex Case (Mr)

Email I

Dear Sir/ Madam,

I am writing to you in connection with the robotics conference which you organised in Oslo last month. Although overall we enjoyed the experience, there were a couple of things which the people from here agreed could have been improved, which I have described below.

Our first complaint was about the amount of space available in the time out area, which was barely enough to relax in, let alone to network as we planned to. We were also less than happy with the fact we had to leave the conference space straight after the last talks.

Unless these factors are fixed by next year, I'm afraid we have decided we won't attend the same event then. Could you let us know what action is likely to be taken?

I look forward to hearing from you soon.

Best regards,

Alex Case

Email J

Hi Jaime

Thanks for your email. It's great to hear that you can come.

Our office is quite difficult to find, so I thought that I'd explain how to get here. After you get out of the train at Mita Station, take Exit 3B. Cross the road straightaway and go through the entrance opposite you. It's the only brick building, so it should be quite easy to spot.

If you need more info, just let me know.

ATB

AI

Email K

Dear Sir or Madam

I'm writing to order some supplies for our graduation party next week. First of all, can you provide us with 4000 of your plastic wine glasses, code number 54GG? The red ones are best, but your website says these are out of stock, in which case beige is fine.

We'd also like to order paper tablecloths and napkins. If possible, could you check what our last order was and supply us with the same?

If there are any problems with that order or if you need any more information, please contact me.

Yours faithfully

Alex Case

Email L

Dear Professor Hardwick

Thank you very much for your talk on Globalisation and the Modern University yesterday. It gave me a completely different perspective on this topic.

If it is not too much trouble, could you possibly send me a copy of your PowerPoint from the presentation? This is because several of my colleagues are interested in learning more about your views after hearing from people who attended.

Yours sincerely

Alex Case

Suggested answers

Corrected email A

Dear Mr Jones

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Yours sincerely
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Corrected email B

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Corrected email C

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Corrected email D

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I was wondering if it might be possible to use the Chancellor's Office for the workshops this time. This is because there will be more participants than usual.

I'm looking forward to hearing from you.

All the best

Alex

Corrected email E

Hi Steve

Hope you had a good time in Stockholm.

I'll be in Daytona the week after next and was hoping you might be available to meet up. I'll be there from the 14th to the 17th, so please let me know when most suits you.

Looking forward to hearing from you.

Best wishes

Alex

Corrected email F

Dear Ms Cho

Thank you for applying for the History of Photography course.

The deadline for payment of course fees was the day before yesterday, so please come to our office and pay as soon as possible to secure your place on the course. Please note that at this late stage payment must be in cash.

I look forward to hearing from you soon.

Sincerely

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Alex Case

Corrected email H

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ATB

AI

Corrected email K

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If there are any problems with that order or if you need any more information, please contact me.

Yours faithfully

Alex Case

Corrected email L

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If it is not too much trouble, could you possibly send me a copy of your PowerPoint from the presentation? This is because several of my colleagues are interested in learning more about your views after hearing from people who attended.

I look forward to hearing from you.

Yours sincerely

Alex Case

Good, bad and okay email paragraphing

Define a good and bad use of paragraphs in emails (i.e. things you should do, shouldn't do and can do with paragraphs in emails) using the table below.

Good email paragraphing	Okay email paragraphing	Bad email paragraphing

Write Good, Bad or OK next to the things on the next page.

Opening

- An opening greeting (“Dear...”, etc).
- No opening greeting.
- A blank line between the opening greeting and opening line (“Thanks for your email”, etc).
- An indent between the opening greeting and opening line.
- No blank line and no indent between the opening greeting and opening line.
- An opening line.
- No opening line.
- A one-sentence opening line.
- A two-sentence opening line.
- A three-sentence opening line.

Body

- A blank line between the opening line and body.
- An indent between the opening line and body of the email.
- No blank line and no indent between the opening line and the body.
- One-sentence paragraphs (in the body of the email).
- One topic per paragraph.
- Start a new paragraph when you change topics.
- Start a new line with each new sentence in paragraphs/ in the body of the email (like a poem or the words of a song).
- A blank line between the paragraphs in the body of the email.
- An indent between the paragraphs in the body of the email.
- A blank line and an indent between the paragraphs in the body of the email.
- No blank line and no indent between the paragraphs (in the body).

Ending

- A closing line (“I look forward to hearing from you soon”, etc).
- No closing line.
- A blank line between the body and the closing line.
- An indent between the body of the email and the closing line.
- A one-sentence closing line.
- A two-sentence closing line.
- A three-sentence closing line.
- A blank line between the closing line and the closing greeting (“Best regards”, etc).
- No blank line and no indent between the body and the closing line.
- No blank line and no indent between the closing line and the closing greeting.
- No closing greeting.
- A closing greeting (“Best regards”, etc).
- Your name at the end.
- No name at the end.
- A blank line between the closing greeting and your name.
- No blank line between the closing greeting and your name.

Compare your answers as a class or with the answer key below. Note that the recommendations there are quite strict, so you will almost certainly receive emails from native speakers that don't meet those criteria.

Suggested answers

Good	Okay	Bad
<ul style="list-style-type: none"> ● An opening greeting (“Dear...”, etc). ● A blank line between the opening greeting and opening line (“Thanks for your email”, etc). ● An opening line. ● A one-sentence opening line. ● A blank line between the opening line and body. ● One topic per paragraph. ● Start a new paragraph when you change topics. ● A blank line between the paragraphs in the body of the email. ● A closing line (“I look forward to hearing from you soon”, etc). ● A blank line between the body and the closing line. ● A one-sentence closing line. ● A closing greeting (“Best regards”, etc). ● A blank line between the closing line and the closing greeting. ● A blank line between the closing greeting and your name at the end. ● Your name at the end. 	<ul style="list-style-type: none"> ● An indent between the opening greeting and opening line. ● A two-sentence opening line. ● An indent between the opening line and body of the email. ● An indent between the paragraphs in the body of the email. ● An indent between the body of the email and the closing line. ● A two-sentence closing line. ● No blank line between the closing greeting and your name. 	<ul style="list-style-type: none"> ● No opening greeting. ● No blank line and no indent between the opening greeting and opening line. ● No opening line. ● A three-sentence opening line. ● No blank line and no indent between the opening line and the body. ● One-sentence paragraphs (in the body of the email). ● Start a new line with each new sentence in paragraphs/ in the body of the email (like a poem or the words of a song). ● A blank line and an indent between the paragraphs in the body of the email. ● No blank line and no indent between the paragraphs (in the body). ● No blank line and no indent between the body and the closing line. ● No closing line. ● A three-sentence closing line. ● No blank line and no indent between the closing line and the closing greeting. ● No closing greeting. ● No name at the end.

Emailing prepositions and determiners pairwork

Choose one section below and read out phrases with the same word in bold missing (“Could you possibly tell me BEEP dot dot dot?” etc) until your partner guesses what the missing word is. They **can only guess once per example**. When they guess correctly, read out the ones they got wrong to help them remember them, then switch roles and guess the one missing word from your partner’s phrases. Continue taking turns until your teacher tells you to stop. You can start with any section and any examples you like. If you don’t use all of the examples in one section, you can go back later and use the remaining examples. **If you run out of examples, make up more example sentences and/ or give hints such as the first letter or meaning of the missing word.**

Useful phrases for doing the task

“Sorry, could you say the sentence again?”

“I have no idea. Can you give me another example?”

“No, that’s not what is written here. I’ll give you another example.”

“Sorry, you can only guess once per example. I’ll say another sentence.”

“That’s correct.”

“Can you read them all again so I can hear the correct sentences?”

Swap worksheets and do the same, but making sure you start with the most difficult sections and examples (because your partner has already seen that worksheet).

Do the grammar presentation, first with no help.

Look at the example sentences to help with the grammar presentation and start checking your answers.

Do the brainstorming task on the last page below.

Use the completed descriptions of the grammar to help and to start checking your answers.

Look at the first worksheets for ideas, brainstorm more, then compare your extra phrases as a class or with the list of phrases from page 368.

Student A

About

- Could you possibly tell me something **about** the next sales conference?
- How **about** coming for a drink with us on Tuesday?
- I'd like to enquire **about** your new range of products.
- I'm sorry **about** that.
- You also asked me **about**...
- I'm writing to you **about** our meeting next week.

Any

- **Any** feedback you can give me on this would be gratefully accepted.
- If you have **any** more questions, please let me know.
- Please do not hesitate to contact me if I can be of **any** further assistance.
- Once again, please accept our sincerest apologies for **any** inconvenience caused.

As

- **As** promised, I'm sending you a copy of...
- **As** we discussed, here are my proposals for...
- That's no problem. I'll finish it as soon **as** I can.

From

- Are you free **from** two to three?
- I'm looking forward to hearing **from** you soon.
- Looking forward to hearing **from** you.
- Say "Hi" to John **from** me.

On

- Are you free to meet **on** Monday 25th?
- I'm visiting one of your colleagues **on** Wednesday 25th March.
- Unfortunately, I have a conference overseas **on** that day.
- See you **on** the 12th.

The

- All **the** best
- Are you available **the** week after next?
- Here's **the** information that you asked for.
- I'm afraid that's **the** best I can do.
- I'm afraid this really needs to be finished by **the** end of the week
- I'm writing to you about **the** meeting next week.
- Please see **the** attached XL document for more details.
- Please find **the** document attached.
- Please see **the** information below.
- Thank you for making **the** time to see me yesterday.
- This is due to **the** fact that...

To

- I hope we have the chance **to** meet again soon.
- I regret **to** inform you that...
- I was wondering if you would be able **to** help us with...
- I'd love **to** come, but...
- I'll get back **to** you by Tuesday.
- I'm looking forward **to** seeing you then.
- I'm sorry **to** tell you that...
- Thank you for taking the time **to** meet with me yesterday.
- We are pleased **to** inform you that...

With

- I hope that is acceptable **with** you.
- I'll complete it next week, if that is okay **with** you.
- I'm available the day after tomorrow, if that is convenient **with** you.
- Unfortunately, I was not completely satisfied **with** your hotel's...
- Why don't you come **with** us?

Your

- I just got **your** request for...
- I'm looking forward to receiving **your** comments.
- I hope you and **your** family are well.
- **Your** attendance would be very much appreciated at this event.
- I'm sorry that it's taken me so long to reply to **your** email.
- Thank you for **your** patience.
- Thanks for **your** email.

- (= nothing, no preposition or determiner)

- About the meeting – next week,...
- I'm afraid I'm attending a conference – overseas on that day.
- How are – things?
- Regarding the meeting – tomorrow afternoon,...

Swap worksheets and do the same, but making sure you start with the most difficult sections and examples (because your partner has already seen that worksheet).

Student B

A

- If anything about that isn't clear, please drop me **a** line.
- If you could get this finished by Friday, that would be **a** great help.
- It was **a** pleasure to meet you yesterday.
- Just **a** quick note to say...
- Just **a** few words about...

Any

- **Any** assistance you could give me with this matter would be greatly appreciated.
- I would be very glad to fit you **any** time after that.
- If you need any further details, please feel free to contact me at **any** time.
- If you need **any** further information about this matter, please feel free to contact me.

At

- Any help **at** all would be much appreciated.
- I'm afraid that is not really possible **at** this time.
- If you have any further questions, please do not hesitate to contact me **at** any time.
- If you look **at** page three of the document attached, you will see that...
- That would have been great, but **at** that time I'm meeting...
- Unfortunately, I will be flying abroad **at** just that time.

For

- I'd like to ask **for** some information about...
- Monday is best **for** me.
- That is perfect **for** me. I look forward to seeing you then.
- Would it be possible **for** you to...?
- Would you like to go out **for** dinner on Wednesday?

In

- I don't have time to reply **in** detail at the moment, but...
- I have to go to a meeting **in** a minute but I thought I'd better let you know...
- I would be very grateful if you could take action **in** the next few days.
- I'm writing to you **in** connection with the meeting next week.
- I'm writing to you **in** order to check your progress on...
- Sorry for the delay **in** arranging this.
- Thank you **in** advance.
- The person **in** charge of this will email you soon.
- We are expecting a decision **in** the next few days.

My

- Please give **my** regards to John.
- I'll ask one of **my** colleagues to contact you.
- Pass **my** best wishes onto John.
- Give **my** love to John.
- Sorry for **my** late reply.

To

- Can you forward this **to** Mr Jones?
- Do you have time **to** meet on Monday 25th?
- I'm delighted **to** inform you that...
- Looking forward **to** hearing from you.
- If you need any further information, please do not hesitate **to** contact me.
- Sorry it's taken me so long **to** reply to your email.
- Thank you for writing back **to** me so quickly.
- **To:** All staff:
- The amount that you sent does not seem **to** be correct.

Your

- Thank you for **your** quick reply.
- Thank you for **your** understanding.
- In reply to **your** questions,...
- Thank you very much for **your** email of 7 March.
- I'm looking forward to **your** reply.
- Once again, thanks for all **your** help with this matter.

- (= nothing, no preposition or determiner)

- I'm writing to you about our meeting the week after – next.
- Can you meet – this week?
- I have arranged to visit – your colleagues on Wed 25th March.
- It was great to meet you – yesterday.
- Please let me know what time most suits – you.

Swap worksheets and do the same, but making sure you start with the most difficult sections and examples (because your partner has already seen that worksheet).

Determiners and prepositions grammar presentation

First of all without looking above, try to think of prepositions or determiners which match the definitions given below. Some prepositions or determiners can go in more than one place. Some could also be – (= no preposition and no determiner).

Determiners (= articles, etc)

One (of many) = “_____ thing”

The reader knows which one you are talking about = “_____ thing”

There is only one (in the world, etc) = “_____ thing”

“_____ thing at all (is okay)”

Prepositions

Prepositions of time

The opposite of “ago” = “_____” + time

“_____” + a day/ a date

“_____” + a point in time

“_____ + this/ next/ last” + time

“_____ + today/ tomorrow/ yesterday”

Prepositions of position

“_____” + a point in space

Other prepositions

“_____” + the topic

“_____” + the purpose/ reason

“_____” = the opposite of “to”

“As” + adjective + “_____”

Together = “_____”

Look at the previous worksheets to check and finish the task above.

Check as a class or with the answer key below.

Determiners (= articles etc)

One (of many) = “_____ a _____ thing”

The reader knows which one you are talking about = “_____ the _____ thing”

There is only one (in the world etc) = “_____ the _____ thing”

“_____ any _____ thing at all (is okay)”

Prepositions

Prepositions of time

The opposite of “ago” = “_____ in _____” + time

“_____ on _____” + a day/ a date

“_____ at _____” + a point in time

“_____ - _____ + this/ next/ last” + time

“_____ - _____ + today/ tomorrow/ yesterday”

Prepositions of position

“_____ at _____” + a point in space

Other prepositions

“_____ about/ on _____” + the topic

“_____ to/ for _____” + the purpose/ reason

“_____ from _____” = the opposite of “to”

“As” + adjective + “_____ as _____”

Together = “_____ with _____”

Without looking above for now, try to remember or think of at least three phrases with each of the functions below. Phrases which aren't above are also OK.

Opening greeting

Opening lines

Closing lines

Closing greetings

Body

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Requests/ Enquiries/ Asking for information

Responding to requests/ Responding to enquiries/ Giving information

Making complaints

Invitations/ Making arrangements

Apologising/ Dealing with complaints/ Giving bad news

Look above, brainstorm more, then compare your extra ideas as a class or with the list of phrases from page 368.

Emailing phrases pairwork error correction game

Work in twos (or threes) with one Student A worksheet and one Student B worksheet per group. Without showing your worksheet to your partner, try to work out whose version of each phrase below is the correct one and change the wrong version. There is always one right version and one wrong one, so you have to find the (only) correct one (not just the best phrase). The wrong ones could be the wrong function, grammatically incorrect, rude, etc.

Useful phrases for doing the activity

Useful phrases for checking what your partner said

“Can you say that again (more slowly)?”/ “Could you repeat the (last)...?”

“Did you say... (or...)?”

“Can I check that back?”/ “Can I read that back?”

Useful phrases for discussing the activity

“Mine says... (dot dot dot)”

“... is different”/ “The difference is...”/ “Yours says... but mine says...”

“I think my/ your version is correct/ wrong because...”

“Okay, let’s move onto the next one”

Student A

Opening emails

Opening greetings

Opening greetings to one person

Dear Sirs or Madams

Dear Alex

Dear John. Hi!

Opening greetings to more than one person

To everyone

Dear all HR staff

Opening lines

Opening lines mentioning the last contact between you

Thanks for your quick reply.

It was a pleasure to meet you last week.

Sorry for my late replying.

Opening lines with the subject of the email

I write to you about your latest model.

This is just a quick note to say...

Social opening lines/ Friendly opening lines

I hope you are well.

How's it going?

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Please find the information attached.

Please see the below information.

Requests

If possible, can you finish it by Friday?

... as possible as you can.

Could you send me...?

Enquiries/ Asking for information

First of all, I'd like to know...

I also have question about...

Could you tell me...?

Answering questions/ Giving information

In answer to first question,...

You also asked me about...

At last, here's some information about...

Making arrangements/ Invitations

Would you like to go out for dinner on Wednesday?

... if you are convenient.

I love to come, but...

That would have been great, but at that time I'm meeting...

Making complaints

Unfortunately, it was not what I expected.

Closing emails

Closing lines

Closing lines talking about the next contact between you

I'm looking forward to your reply.

I look forward to hear from you.

If you need any further information, please do not hesitate to contact me.

Tomorrow is fine. See you later.

Closing lines for (big) requests

Thanks in advance.

Closing lines when responding to complaints/ apologising

I hope you are acceptable.

Social closing lines/ Friendly closing lines

Have a good weekend.

Other closing lines

Thanks again.

I hope it helps.

Closing greetings

Best wish

Best regards, Alex

Name at the end

Smith

Hint: The same number of lines are wrong on each worksheet.

Student B

Opening emails

Opening greetings

Opening greetings to one person

Dear Sir or Madam

Dear Mr Alex

Hi John

Opening greetings to more than one person

Hi everyone

To: All HR staff

Opening lines

Opening lines mentioning the last contact between you

Thanks for your quickly reply.

It was pleasure to meet you last week.

Sorry for my late reply.

Opening lines with the subject of the email

I'm writing to you about your latest model.

This is just quick note to say...

Social opening lines/ Friendly opening lines

I hope you well.

How are you going?

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Please check the attached file.

Please see the information below.

Requests

If possible, can you finish it until Friday?

... as soon as you can.

Please send me...

Enquiries/ Asking for information

At first, I'd like to know...

I also have a question about...

Please tell me...

Answering questions/ Giving information

In answer to your first question,...

You also ask me about...

Lastly, here's some information about...

Making arrangements/ Invitations

Would you like to go out for dinner on this Wednesday?

... if you are available.

I'd love to come, but...

That would have been great, but at that time I will meet...

Making complaints

I'm afraid but it was not what I expected.

Closing emails

Closing lines talking about the next contact between you

I'm waiting for your reply.

I look forward to hearing from you.

If you need any further questions, please do not hesitate to contact me.

Tomorrow is fine. See you then.

Closing lines for (big) requests

Thanks for cooperating.

Closing lines when responding to complaints/ apologising

I hope that is acceptable with you.

Social closing lines/ Friendly closing lines

Have good weekend.

Other closing lines

Thanks you again.

I hope that helps.

Closing greetings

Best wishes

Best regards, Alex Case

Name at the end

John Smith

Hint: The same number of lines are wrong on each worksheet.

All errors stage

The list below has all the wrong ones, so make sure that these versions are not on your corrected worksheets.

Opening emails

Opening greetings

Opening greetings to one person

Dear Sirs or Madams

Dear Mr Alex

Dear John. Hi!

Opening greetings to more than one person

To everyone

Dear all HR staff

Opening lines

Opening lines mentioning the last contact between you

Thanks for your quickly reply.

It was pleasure to meet you last week.

Sorry for my late replying.

Opening lines with the subject of the email

I write to you about your latest model.

This is just quick note to say...

Social opening lines/ Friendly opening lines

I hope you well.

How are you going?

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Please check the attached file.

Please see the below information.

Requests

If possible, can you finish it until Friday?

... as possible as you can.

Please send me...

Enquiries/ Asking for information

At first, I'd like to know...

I also have question about...

Please tell me...

Answering questions/ Giving information

In answer to first question,...

You also ask me about...

At last, here's some information about...

Making arrangements/ Invitations

Would you like to go out for dinner on this Wednesday?

... if you are convenient.

I love to come, but...

That would have been great, but at that time I will meet...

Making complaints

I'm afraid but it was not what I expected.

Closing emails

Closing lines

Closing lines talking about the next contact between you

I'm waiting for your reply.

I look forward to hear from you.

If you need any further questions, please do not hesitate to contact me.

Tomorrow is fine. See you later.

Closing lines for (big) requests

Thanks for cooperating.

Closing lines when responding to complaints/ apologising

I hope you are acceptable.

Social closing lines/ Friendly closing lines

Have good weekend.

Other closing lines

Thanks you again.

I hope it helps.

Closing greetings

Best wish

Best regards, Alex

Name at the end

Case

Without looking at the previous worksheets, correct all the phrases above.

Check with the corrected versions of your original worksheets. Other corrections are possible, so please check if you changed it in a different way.

Brainstorming stage

Without looking above, write at least two suitable phrases of each kind below. Phrases not above are also fine as long as they match the category.

Opening**Opening greetings****Opening greetings to one person****Opening greetings to more than one person****Opening lines****Opening lines mentioning the last contact between you****Opening lines with the subject of the email****Social opening lines/ Friendly opening lines****Main body of the email****Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)****Requests****Enquiries/ Asking for information**

Answering questions/ Giving information

Making arrangements/ Invitations

Making complaints

Closing

Closing lines

Closing lines talking about the next contact between you

Closing lines for (big) requests

Closing lines when responding to complaints/ apologising

Other closing lines

Closing greetings

Name at the end

Use the worksheets above to help with the brainstorming task, brainstorm more, then compare your extra phrases as a class or with the list from page 368.

Searching for mistakes in emails race

Work in groups of two or three with one worksheet per group. Cover the whole worksheet with a book or piece of paper (or change the text to white if you are working on a computer). When your teacher tells you to, uncover just Text A and race to find one mistake in it. It could be any kind of mistake (of paragraphing, grammar, politeness, etc). Raise your hand when you think you have found it. You will get one point if you are right, but can't guess again for that text if you are wrong (at least until all the other groups have guessed too). Make sure that you look for things which are wrong, not just things which could be better or could be different.

Do the same text by text, not looking at the next text until your teacher tells you to.

-----cover under here-----

Text A

Hi John

How're things? Busy as usual?

Are you still okay for Friday evening? Will try to give you a call tomorrow to check.

Speak to you then.

Yours sincerely

Alex

-----cover under here-----

Text B

Dear Mr Jones

With reference to your letter of the 17 January, please accept our apologies for the mistake. You can rest assured that we will make sure that it does not happen again.

We will deliver 100 new items free of charge by the end of next week, if that is acceptable with you. Please let us know as soon as possible if that is okay, and we can put the order through for you straightaway to save any further delay.

The mistake happened because of communication problems with one of our suppliers, but we have now fully fixed this problem.

If you have any further questions, please do not hesitate to contact me.

Yours sincerely

Alex Case

Director of Sales

TEFLtastic Plastics

-----cover under here-----

-----cover under here-----

Text C

Dear Sir/ Madam:

I am very interested in the job of Technical Assistant to the Assistant Technician as it is a natural step forward from my present position and would allow me to utilize the knowledge I have gained through my MSc. studies.

I think I would be suitable for the job as I have lots of experience in the field of advertising and am a motivated and sociable employee, as you can see in the attached CV. Although they were in different fields, I have also worked as an assistant in two part-time jobs.

I look forward to hearing from you soon.

Yours faithfully,

A.M. Case (Mr)

-----cover under here-----

Text D

Dear Dr. MacDonald,

Thank you for the letter of 12 March.

We regret to inform you there is some additional information that we had asked for that which was not enclosed with the letter. We would be very grateful if you could send us the documents listed below as soon as possible.

Firstly, could you send us the results of the blood analysis for the first quarter of this year? Secondly, we would appreciate it if you could send medical records for the 50 to 60 age group as well as the over 60s. Finally, would it be possible for you to type out a brief biography of the members of staff involved in the research for the in-house magazine?

Thank you in advance.

Yours sincerely,

A. Case, PhD (Oxon.)

-----cover under here-----

-----cover under here-----

Text E

Dear Lord Mountbatten

I hope you and your family are well and that the recent flooding has not affected you too much.

I was saddened to hear about the death of your champion race horse and was wondering if I could be of any assistance. Please find a pamphlet of our services attached.

Yours sincerely

Alexander Case
Managing Director
Fido's Pet Funeral Parlour

-----cover under here-----

Text F

Dear Mr Phalang

With reference to your email of 16 September, please see the comments below. The numbering system relates to the questions in your email.

1.1 Yes

1.2 Your data is incomplete

1.5 Please recheck the delivery times provided by your local suppliers. These times are not acceptable.

3.3 We did not request this information. Please provide only the information requested.

4.2 A local supplier of this key component is not possible. We propose using German equipment to guarantee quality.

If you have any further questions, please do not hesitate to contact us.

Best regards
Alex Case

Which of the mistakes in the English emails above could be because of cultural differences?

Suggested answers

Text A

“Yours sincerely” is too formal for this email. It should be something like “Best wishes”, “Yours”, “CU” or “All the best” to match the casualness/ friendliness of the rest of the email.

Text B

Paragraphs 2 and 3 are in the wrong order. You should give the reason for something happening before the action promised.

Text C

There should be an opening line at the beginning saying why the person is writing, something like “I am writing to apply for the position of Technical Assistant to the Assistant Technician advertised on Techtech.com on 25 April (Reference number TA 23).”

Text D

“We regret to inform you...” is the wrong function, as they are complaining politely rather than giving bad news. “Unfortunately...” would be better.

Text E

The email needs a closing line, something like “Please contact me at any time if you need any help”.

Text F

The email is too abrupt and direct for this situation. It needs to be written in full sentences and proper paragraphs, probably without numbering/ bullet points and with phrases like “You also asked...” instead.

The mistakes in texts B, C, D, E and F could have been made for cultural reasons.

Emailing informal or error simplest responses game

Without looking below, listen to your teacher say two similar phrases and try to work out which is not used in emails (because it's a strange combination of words, a grammar mistake, etc) and hold up a card or say A or B to show which one you think is wrong. The other one is common in informal emails, so if you think about what is a usual way of being casual/ friendly, then you can choose the other one as the mistake. Also, if one seems formal, then it is probably the one with a mistake. There is always one wrong one and one correct informal one in each pair.

Cross out the error and circle the informal phrase in each pair of phrases below.

Cards to hold up

A	B	A	B
A	B	A	B
A	B	A	B
A	B	A	B

Starting emails informal or error

Opening greetings

Opening greetings to one person

A: Hi John

B: To John

A: Hello again

B: Hi again

Opening greetings to more than one person

A: Hi all

B: Hi everyone

A: Dear guys

B: Hi guys

Opening lines

Opening lines mentioning the last contact between you

A: Thank for your email.

B: Thanks for your mail.

A: Thanks for your emailing.

B: Was so nice to hear from you.

A: Thanks for your quickly reply.

B: Wow! That was quick!

A: Thanks for lending me a hand with the residents' meeting.

B: Thank you for your support always.

A: It was lovely to see you again last night.

B: Thank you for agree to meet with me last week.

A: Just have your mail.

B: Just got your mail.

A: Sorry for late reply.

B: Sorry it's been so long since I was last in touch.

A: Long time no see!

B: Long time we no see!

A: Sorry, guess you're really busy at the mo', but...

B: Sorry to bother you.

Opening lines with the subject of the email/ reason for writing

A: Just a quick note to say that...

B: Just few words about...

A: I write to you concerning...

B: Writing about...

A: Sorry to so soon write again, but...

B: Sorry to write out of the blue, but...

A: Sorry, another email yet about...

B: Sorry, yet another email about...

A: I don't have long for writing, but I thought I should inform you that...

B: Got to go into a meeting in a sec', but thought you should know that...

A: Not rush on this, but...

B: Not sure if I've got the right person, but...

Social opening lines/ Friendly opening lines

A: How's going?

B: How's it going?

A: How're you doing?

B: How's it doing?

A: Good weekend?

B: How's your weekend?

A: Hope you've recovered from your hangover!

B: I hope you'd recovered from your hangover.

A: I just hear about the tsunami over there. Are you OK?

B: Just heard about the tsunami over there. You OK?

A: Congrats on your promotion!

B: I'd like to congratulations you on your promotion.

A: Been busy?

B: Have you busy?

Ending emails informal or error

Closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

A: I'm looking forward to hear from you.

B: Looking forward to hearing from you.

A: I look forward to hearing from you by Friday.

B: Looking forward to hearing from you soon.

Closing lines offering more communication/ help (if needed)

A: Any more questions, just drop me a line.

B: If you need any more questions, please contact me.

A: If you need another information, please feel free to contact me.

B: If you need any more info, just let me know.

Other closing lines mentioning the next contact between you

A: I expect to see you there.

B: Looking forward to seeing you there.

A: Can't wait to see you then!

B: I'm waiting to see you then.

A: Keep in the contact.

B: Keep in touch!

A: Please write ASAP.

B: Write soon!

A: I hope we have chance to meet again soon.

B: Speak to you then.

Closing lines for (big) requests

A: Any assistance you can give me in this matter would be gratefully appreciated.

B: Cheers.

A: Thank you in the advance.

B: Thanks.

Closing lines for instructions/ commands/ orders

A: Thank you for cooperating.

B: Thanks

Closing lines with apologies/ Closing lines when responding to complaints

A: Hope that's OK.

B: Once again, please accept our apologise for any inconvenience caused.

A: Thank you for understanding.

B: Thanks for your patience.

Social closing lines/ Friendly closing lines

A: Have a good one.

B: I hope you have good weekend.

A: Please give my best regard to Mr Smith.

B: Say "Hi" to John from me.

Other closing lines

A: Sound okay?

B: Thanks again for bringing this matter to attention.

Closing greetings

A: Best regard

B: All the best

A: Best wishes

B: Your sincerely

A: BW

B: YS

Name at the end of emails

A: Alex

B: Mr Alex Case

A: A.

B: Case

Body of the email informal or error

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

A: Here's the info.

B: Please find the attached document.

A: Check out the first page for...

B: If you look at first page, you will see...

Requests

A: Can you give me a hand with...?

B: I would be very grateful if you could...?

A: You couldn't do me a huge favour and..., could you?

B: Would you possibly help me with...?

Enquiries/ Asking for information

A: At first, I'd like to know...

B: You don't happen to know..., do you?

Answering questions/ Giving information

A: Answers below.

B: Please find my below answers.

Making arrangements/ Changing arrangements/ (Re) scheduling

A: I'd like to meet at seven a.m. on Saturday if you are convenient.

B: Sorry, can't make it Sat. How about Mon?

Apologising/ Responding to complaints

A: I would like to apologies for...

B: Soooo sorry about...

Giving bad news

A: Bad news, I'm afraid.

B: We regret informing you that...

Giving good news

A: Great news – ...!

B: We are please to announce that...

Checking progress

A: Just wanted to check where you are with...

B: Please update me on...

Invitations

A: Going to... Do you fancy coming along?

B: Would you like to go out for dinner on this Wednesday?

Suggested answers

The correct but informal one in each pair is underlined. Make sure that you know what makes that phrase informal and the other phrase something that we wouldn't write.

Starting emails informal or error

Opening greetings

Opening greetings to one person

A: Hi John

B: To John

A: Hello again

B: Hi again

Opening greetings to more than one person

A: Hi all

B: Hi everyone

A: Dear guys

B: Hi guys

Opening lines

Opening lines mentioning the last contact between you

A: Thank for your email.

B: Thanks for your mail.

A: Thanks for your emailing.

B: Was so nice to hear from you.

A: Thanks for your quickly reply.

B: Wow! That was quick!

A: Thanks for lending me a hand with the residents' meeting.

B: Thank you for your support always.

A: It was lovely to see you again last night.

B: Thank you for agree to meet with me last week.

A: Just have your mail.

B: Just got your mail.

A: Sorry for late reply.

B: Sorry it's been so long since I was last in touch.

A: Long time no see!

B: Long time we no see!

A: Sorry, guess you're really busy at the mo', but...

B: Sorry to bother you.

Opening lines with the subject of the email/ reason for writing

A: Just a quick note to say that...

B: Just few words about...

A: I write to you concerning...

B: Writing about...

A: Sorry to so soon write again, but...

B: Sorry to write out of the blue, but...

A: Sorry, another email yet about...

B: Sorry, yet another email about...

A: I don't have long for writing, but I thought I should inform you that...

B: Got to go into a meeting in a sec', but thought you should know that...

A: Not rush on this, but...

B: Not sure if I've got the right person, but...

Social opening lines/ Friendly opening lines

A: How's going?

B: How's it going?

A: How're you doing?

B: How's it doing?

A: Good weekend?

B: How's your weekend?

A: Hope you've recovered from your hangover!

B: I hope you'd recovered from your hangover.

A: I just hear about the tsunami over there. Are you OK?

B: Just heard about the tsunami over there. You OK?

A: Congrats on your promotion!

B: I'd like to congratulations you on your promotion.

A: Been busy?

B: Have you busy?

Ending emails informal or error

Closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

A: I'm looking forward to hear from you.

B: Looking forward to hearing from you.

A: I look forward to hearing from you by Friday.

B: Looking forward to hearing from you soon.

Closing lines offering more communication/ help (if needed)

A: Any more questions, just drop me a line.

B: If you need any more questions, please contact me.

A: If you need another information, please feel free to contact me.

B: If you need any more info, just let me know.

Other closing lines mentioning the next contact between you

A: I expect to see you there.

B: Looking forward to seeing you there.

A: Can't wait to see you then!

B: I'm waiting to see you then.

A: Keep in the contact.

B: Keep in touch!

A: Please write ASAP.

B: Write soon!

A: I hope we have chance to meet again soon.

B: Speak to you then.

Closing lines for (big) requests

A: Any assistance you can give me in this matter would be gratefully appreciated.

B: Cheers.

A: Thank you in the advance.

B: Thanks.

Closing lines for instructions/ commands/ orders

A: Thank you for cooperating.

B: Thanks

Closing lines with apologies/ Closing lines when responding to complaints

A: Hope that's OK.

B: Once again, please accept our apologise for any inconvenience caused.

A: Thank you for understanding.

B: Thanks for your patience.

Social closing lines/ Friendly closing lines

A: Have a good one.

B: I hope you have good weekend.

A: Please give my best regard to Mr Smith.

B: Say "Hi" to John from me.

Other closing lines

A: Sound okay?

B: Thanks again for bringing this matter to attention.

Closing greetings

A: Best regard

B: All the best

A: Best wishes

B: Your sincerely

A: BW

B: YS

Name at the end of emails

A: Alex

B: Mr Alex Case

A: A.

B: Case

Body of the email informal or error

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

A: Here's the info.

B: Please find the attached document.

A: Check out the first page for...

B: If you look at first page, you will see...

Requests

A: Can you give me a hand with...?

B: I would be very grateful if you could...?

A: You couldn't do me a huge favour and..., could you?

B: Would you possibly help me with...?

Enquiries/ Asking for information

A: At first, I'd like to know...

B: You don't happen to know..., do you?

Answering questions/ Giving information

A: Answers below.

B: Please find my below answers.

Making arrangements/ Changing arrangements/ (Re) scheduling

A: I'd like to meet at seven a.m. on Saturday if you are convenient.

B: Sorry, can't make it Sat. How about Mon?

Apologising/ Responding to complaints

A: I would like to apologies for...

B: Soooo sorry about...

Giving bad news

A: Bad news, I'm afraid.

B: We regret informing you that...

Giving good news

A: Great news – ...!

B: We are please to announce that...

Checking progress

A: Just wanted to check where you are with...

B: Please update me on...

Invitations

A: Going to... Do you fancy coming along?

B: Would you like to go out for dinner on this Wednesday?

Error correction stage

Change each phrase below to make it correct. You usually only need to change one or two words, but a few need to be completely rewritten.

Opening greetings to one person

To John

Hi again

Opening greetings to more than one person

Hi all

Dear guys

Opening lines mentioning the last contact between you

Thank for your email.

Thanks for your quickly reply.

Thank you for agree to meet with me last week.

Just have your mail.

Sorry for late reply.

Long time we no see!

Sorry to bother you.

Opening lines with the subject of the email/ reason for writing

Just few words about...

I write to you concerning...

Sorry to so soon write again, but...

Sorry, another email yet about...

I don't have long for writing, but I thought I should inform you that...

Not rush on this, but...

Social opening lines/ Friendly opening lines

How's going?

I hope you'd recovered from your hangover.

I just hear about the tsunami over there. Are you OK?

I'd like to congratulations you on your promotion.

Ending emails

Closing lines when you need a reply

I'm looking forward to hear from you.

I look forward to hearing from you by Friday.

Closing lines offering more communication/ help (if needed)

If you need any more questions, please contact me.

If you need another information, please feel free to contact me.

Other closing lines mentioning the next contact between you

I expect to see you there.

I'm waiting to see you then.

Keep in the contact.

Please write ASAP.

I hope we have chance to meet again soon.

Closing lines for (big) requests

Any assistance you can give me in this matter would be gratefully appreciated.

Thank you in the advance.

Closing lines for instructions/ commands/ orders

Thank you for cooperating.

Closing lines with apologies/ Closing lines when responding to complaints

Once again, please accept our apologise for any inconvenience caused.

Thank you for understanding.

Social closing lines/ Friendly closing lines

I hope you have good weekend.

Please give my best regard to Mr Smith.

Other closing lines

Thanks again for bringing this matter to attention.

Closing greetings

Best regard

Your sincerely

Name at the end of emails

Mr Alex Case

Case

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Please find the attached document.

If you look at first page, you will see...

Requests

I would be very grateful if you could...?

Would you possibly help me with...?

Enquiries/ Asking for information

At first, I'd like to know...

Answering questions/ Giving information

Please find my below answers.

Making arrangements/ Changing arrangements/ (Re) scheduling

I'd like to meet at seven a.m. on Saturday if you are convenient.

Apologising/ Responding to complaints

I would like to apologies for...

Giving bad news

We regret informing you that...

Giving good news

We are please to announce that...

Checking progress

Please update me on...

Invitations

Would you like to go out for dinner on this Wednesday?

Compare your corrections as a class or with the suggested answers below. Many different corrections are possible, so please check if you wrote something different.

Corrections

Other corrections of the mistakes above are possible, so please check if you wrote something different.

Opening greetings to one person

Hi John

Hello again

Opening greetings to more than one person

Hi everyone/ Dear all

Hi guys

Opening lines mentioning the last contact between you

Thanks for your email./ Thank you for your email.

Thanks for your quick reply.

Thank you for agreeing to meet with me last week.

Just got your mail./ I just got your email.

Sorry for my late reply.

Long time no see!

Sorry, I'm sure you are very busy, but...

Opening lines with the subject of the email/ reason for writing

Just a few words about...

I'm writing to you concerning...

Sorry to write again so soon, but...

Sorry, yet another email about...

I don't have long to write, but I thought I should inform you that...

No rush on this, but...

Social opening lines/ Friendly opening lines

How's it going?

I hope you've recovered from your hangover.

I just heard about the tsunami over there. Are you OK?

I'd like to congratulate you on your promotion.

Ending emails

Closing lines when you need a reply

I'm looking forward to hearing from you.

I look forward to hearing from you soon.

Closing lines offering more communication/ help (if needed)

If you have any more questions, please contact me.

If you need any more information, please feel free to contact me.

Other closing lines mentioning the next contact between you

I look forward to seeing you there.

I'm looking forward to seeing you then./ Can't wait to see you then.

Keep in touch.

I look forward to hearing from you soon./ Write soon!

I hope we have the chance to meet again soon.

Closing lines for (big) requests

Any assistance you can give me in this matter would be greatly appreciated.

Thank you in advance.

Closing lines for instructions/ commands/ orders

Thank you for your cooperation.

Closing lines with apologies/ Closing lines when responding to complaints

Once again, please accept our apologies for any inconvenience caused.

Thank you for your understanding.

Social closing lines/ Friendly closing lines

I hope you have a good weekend.

Please give my best regards to Mr Smith.

Other closing lines

Thanks again for bringing this matter to my/ our attention.

Closing greetings

Best regards

Yours sincerely

Name at the end of emails

Alex Case/ Alex Case (Mr)

Alex

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Please find the document attached.

If you look at the first page, you will see...

Requests

I would be very grateful if you could...

Could you possibly help me with...?

Enquiries/ Asking for information

First/ First of all/ Firstly, I'd like to know...

Answering questions/ Giving information

Please find my answers below.

Making arrangements/ Changing arrangements/ (Re) scheduling

I'd like to meet at seven a.m. on Saturday if you are available/ if that is convenient with you.

Apologising/ Responding to complaints

I would like to apologise/ apologize for...

Giving bad news

We regret to inform you that...

Giving good news

We are pleased to announce that...

Checking progress

Can you update me on...?

Invitations

Would you like to go out for dinner on Wednesday/ this Wednesday?

Formality transformations stage

The phrases below are all (a little or much) more formal than the correct informal versions above. Without looking above, try to make them more casual (without making them wrong).

Starting emails

Opening greetings

Opening greetings to one person

Dear John

Opening greetings to more than one person

Dear all

Opening lines

Opening lines mentioning the last contact between you

Thank you for your email.

Thanks for your quick reply.

Thanks for helping me with the residents' meeting.

Sorry, I guess that you're really busy at the moment, but...

Opening lines with the subject of the email/ reason for writing

This is just a quick note to say that...

I'm writing about...

Sorry, this is yet another email about...

I have to go into a meeting in a second, but I thought you should know that...

I'm not sure if I've got the right person, but...

Social opening lines/ Friendly opening lines

How are you?

Did you have a good weekend?

I hope you've recovered from your hangover.

I just heard about the tsunami over there. Are you OK?

Congratulations on your promotion!

Have you been busy?

Ending emails

Closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

I'm looking forward to hearing from you (soon).

Closing lines offering more communication/ help (if needed)

If you have any more questions, just drop me a line.

If you need any more information, please let me know.

Other closing lines mentioning the next contact between you

I'm looking forward to seeing you there.

I can't wait to see you then!

Closing lines for (big) requests

Thanks

Closing lines with apologies/ Closing lines when responding to complaints

I hope that's OK with you.

Thank you for your patience.

Social closing lines/ Friendly closing lines

Have a good weekend.

Give my best regards to John.

Other closing lines

Does that sound okay?

Closing greetings

All the best

Name at the end of emails

Alex Case

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)
I've attached the information.

Look at the first page for...

Requests

Can you help me with...?

Could you do me a huge favour and...,?

Enquiries/ Asking for information

Do you know...?

Answering questions/ Giving information

My answers are below.

Making arrangements/ Changing arrangements/ (Re) scheduling

Sorry, I can't make it on Saturday. How about Monday?

Apologising/ Responding to complaints

I'm so sorry about...

Giving bad news

There is some bad news, I'm afraid.

Checking progress

I just wanted to check your progress with...

Invitations

We are going to... Would you like to come along?

Check with the first worksheets. Many other correct informal versions are possible, so please check if you wrote something different.

Test each other on the phrases:

- Play the same finding which of the two phrases is wrong activity
- Say the wrong phrase and see if your partner can say a better version
- Say a more formal (but correct) version and see if your partner can make it more informal
- Say one of the informal phrases and see if your partner can make it at least a little more formal
- Say a correct informal phrase with a missing word for your partner to complete
- Say one of the headings above and help your partner make correct (formal and/ or informal) phrases

Brainstorming stage

Brainstorm suitable phrases into the categories below, check above and brainstorm more, than compare your extra phrases as a class or with the list from page 368.

Starting emails**Opening greetings****Opening greetings to one person****Opening greetings to more than one person****Opening lines****Opening lines mentioning the last contact between you****Opening lines with the subject of the email/ reason for writing****Social opening lines/ Friendly opening lines**

Ending emails

Closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

Closing lines offering more communication/ help (if needed)

Other closing lines mentioning the next contact between you

Closing lines for (big) requests

Closing lines with apologies/ Closing lines when responding to complaints

Social closing lines/ Friendly closing lines

Other closing lines

Closing greetings

Name at the end of emails

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Requests

Enquiries/ Asking for information

Answering questions/ Giving information

Making arrangements/ Changing arrangements/ (Re) scheduling

Apologising/ Responding to complaints

Giving bad news

Checking progress

Invitations

Too formal or informal for most business emails

Read the phrases below. What is wrong with all of them? They all share the same problem(s).

Opening greeting

Hiya!/ Hey! Dearest Bob!

Hey dudes

Opening line

'bout the meeting next week,...

Just got your mail./ So thrilled to get your email yesterday!!

Thank you so much for responding so very rapidly.

Sorry it took me soooooooo long to get back to you.

Whassup?

It was an honour to have the opportunity to be able to meet with you yesterday.

A word or two about...

Body

Attachments

Please find attached the XL document for your attention./ Attached please find the XL document for your attention./ Kindly look at the attached document if you require any further details.

Making arrangements / Invitations

I would be absolutely delighted if you could spare a few minutes to see me on Monday 25th January.

... should that match your availability./... if that is at all possible.

It is my very great pleasure to accept your invitation.

Sorry, busy then./ Can't make it. Sorry!

Complaints/ Dealing with complaints

You might be disappointed to hear that the standards of your hotel were not quite up to the very high ones that I had come to expect from your chain.

You sent the wrong amount.

Requests/ Replying to requests

Would you mind at all if I asked you to send that to me, if it's not too much trouble?

Forward this to Mr Jones.

Please do it by Friday/ I need this asap/ Wanna get it finished by Friday.

I would respectfully request that you confirm this at your earliest possible convenience.

There's no way I can do that./ That's impossible.

Closing line

I await a response at your earliest convenience.

Need more info? Just drop me a line.

I would very much appreciate any assistance you can offer me in this matter.

CU then.

OK?/ Alright?

Once again, please accept my heartfelt thanks for all your assistance in this matter.

Give a kiss to John from me./ Send my love to John.

I hope that is of some assistance to you.

Sorry 'bout that!/ Sorry!

Closing greeting

Lots of love/ Kisses/ XXXX/ Hugs and kisses/ XOXO

They are all either too formal for normal business emails or too casual/ too informal/ impolite/ rude for normal business emails. Label each line above with "F" for (too) formal or "I" for (too) informal.

Check your answers as a class.

Work together to convert the phrases above into the right level of formality. Formal, informal or medium-formality phrases are all fine, as long as they aren't too formal and aren't too informal for common business emails.

Compare your ideas as a class or with the suggested answers.

Suggested answers

The ones which are (probably) too formal are in **bold**.

Opening greeting

- Hiya!/ Hey! Dearest Bob! – Dear Mr.../ Dear Ms.../ Dear Bob/ Hi Bob/ Hi (+ *maybe just "Bob", but that isn't very friendly*)
- Hey dudes – To: All staff:/ Dear all/ Hi everyone/ Hi guys

Opening line

- 'bout the meeting next week,... – I'm writing to you in connection with the meeting next week./ I'm writing to you about the meeting next week./ Regarding the meeting next week,.../ Re: the meeting next week,.../ About the meeting next week,...
- Just got your mail./ So thrilled to get your email yesterday!! – Thank you very much for your email of 7 March./ Thank you for your email, which I have just received./ Thank you for your email yesterday.
- **Thank you so much for responding so very rapidly. – Thank you for your rapid reply./ Thanks for your quick reply.**
- Sorry it took me sooooooo long to get back to you. – Sorry for my late reply.
- Whassup? – I hope you are well./ How are you?/ How's it going?/ How are things?
- **It was an honour to have the opportunity to be able to meet with you yesterday. – It was a pleasure to meet you yesterday./ It was great to meet you yesterday.**
- A word or two about... – I don't have time to reply in detail at the moment, but I thought I should let you know.../ This is just a quick note to say...

Body

Attachments

- **Please find attached the XL document for your attention./ Attached please find the XL document for your attention./ Kindly look at the attached document if you require any further details. – Please find the XL document attached./ Can you have a look at this XL document and...?/ Please see the attached XL document for.../ I've attached the XL document./ Here's the XL document.**

Making arrangements / Invitations

- **I would be absolutely delighted if you could spare a few minutes to see me on Monday 25th January. – Do you have time to meet on Monday 25th?/ Can you meet on Monday 25th?/ Are you free (to meet) on Monday 25th?**
- ... **should that match your availability./... if that is at all possible. – ... if that is convenient with you./ ... if you are available./ ...if that suits you./ ... if you are free.**
- **It is my very great pleasure to accept your invitation. – That is perfect for me. I look forward to seeing you then./ Great! See you there!**
- Sorry, busy then./ Can't make it. Sorry! – Unfortunately, I will be... ing at just that time./ I'm afraid I am... ing... at that time.

Complaints/ Dealing with complaints

- **You might be disappointed to hear that the standards of your hotel were not quite up to the very high ones that I had come to expect from your chain. – Unfortunately, the standards of your hotel were not what I expected.**

- You sent the wrong amount. – The amount we received was not what we expected./ The amount sent does not seem to be correct.

Requests/ Replying to requests

- **Would you mind at all if I asked you to send that to me, if it's not too much trouble? – Could you possibly send that to me?/ Can you send that to me?**
- Forward this to Mr Jones. – Could you forward this to Mr Jones?/ Can you forward this to Mr Jones?/ Can you send this on to Mr Jones?
- Please do it by Friday/ I need this asap/ Wanna get it finished by Friday. – Your quick response would be much appreciated./ I would be very grateful if you could take action in the near future./ If you could get this finished by Friday, that would be a great help./ I'm afraid this really needs to be finished by the end of the week
- **I would respectfully request that you confirm this at your earliest possible convenience. – Could you get back to me by...?**
- There's no way I can do that./ That's impossible. – I'm afraid that is not really possible at this time./ I'm afraid that is rather difficult.

Closing line

- **I await a response at your earliest convenience. – I look forward to hearing from you (soon)/ I'm looking forward to hearing from you (soon)/ Looking forward to hearing from you (soon).**
- Need more info? Just drop me a line. – If you need any further information, please do not hesitate to contact me./ If you need any more information, please contact me./ If you need any more info, please let me know.
- **I would very much appreciate any assistance you can offer me in this matter. – Thank you in advance./ Thanks in advance./ Cheers.**
- CU then. – I look forward to seeing you then./ See you then.
- OK?/ Alright? – I hope that is acceptable with you./ I hope that is okay with you./ I hope that's okay./ Hope that's okay.
- **Once again, please accept my heartfelt thanks for all your assistance in this matter. – Thanks again.**
- Give a kiss to John from me./ Send my love to John. – Please give my regards to John./ Give my regards to John/ Pass my best wishes onto John/ Say "Hi" to John from me.
- **I hope that is of some assistance to you. – I hope that helps./ Hope that helps.**
- Sorry 'bout that!/ Sorry! – Once again, please accept our sincerest apologies for any inconvenience that might have been caused by this problem./ Please accept my apologies for any inconvenience caused./ I'm sorry about that./ Sorry about that.

Closing greeting

- Lots of love/ Kisses/ XXXX/ Hugs and kisses/ XOXO –Best regards/ Regards/ Yours/ All the best/ Best wishes

Circle phrases above which are probably suitable for your own emailing at work.

Generally, what changes are necessary to make something more formal or less formal?

More common emailing phrases simplest responses game

Listen to two possible phrases for emails and raise one of your cards or say A or B depending on which you think is more common in modern emails. There are no grammar mistakes etc, but if you can find one which is old fashioned, a less useful level of formality, for a very specific situation, etc, then the other one must be more common.

Circle the more common in each pair of emailing phrases below.

Cards to hold up

A	B	A	B
A	B	A	B
A	B	A	B
A	B	A	B

Starting emails

Opening greetings

Opening greetings to one person

A: Dear John

B: Dearest John

A: Hello John

B: Hi John

A: Dear Sir

B: Dear Sir or Madam

A: Dear Sir/ Madam

B: To whom it may concern

A: Dear Alex Case

B: Dear Mr Case

A: Dear Miss Smith

B: Dear Ms Smith

A: Dear customer

B: Dear Dr Jones

Opening greetings to more than one person

A: Hi everyone

B: Hi guys and gals

Email opening lines

Opening lines mentioning the last contact between you

A: Thank you so much for emailing me...

B: Thanks for your email about...

A: Thanks for your help with...

B: Thanks for your support with...

A: I am very grateful to you for replying so quickly.

B: Thanks for your quick reply.

A: It was an honour to meet you yesterday.

B: It was great to meet you yesterday.

A: Sorry for my late reply.

B: Sorry that it took me so very long to get back to you. This was because...

Opening lines with the subject of the email/ reason for writing

A: I'm writing to you about the latest delivery.

B: This is Alex Case. I'm writing to you about the latest delivery.

A: Sorry to bother you, but...

B: Sorry to write again so soon, but...

Social opening lines/ Friendly opening lines

A: How are you?

B: How's it going?

A: How are you doing?

B: I hope this email finds you well.

A: Hope you are okay.

B: Hope you had a good weekend.

Ending emails

Closing lines for emails

Closing lines talking about the next contact between you

Closing lines when you need a reply

A: I'm looking forward to hearing from you.

B: Please let me know if that is okay.

A: Can't wait to hear from you!

B: Looking forward to hearing from you.

Closing lines offering more communication/ help (if needed)

A: If you need any more information, please contact me.

B: Should you require any further information, please do not hesitate to contact me at any time.

A: If you get lost, just give me a call.

B: If you have any more questions, just let me know.

Other closing lines mentioning the next contact between you

A: See you later.

B: See you then.

A: I hope we have the chance to meet again someday.

B: I'm looking forward to seeing you then.

Closing lines for (big) requests and instructions

A: Thank you for your cooperation.

B: Thanks

Closing lines with apologies/ Closing lines when responding to complaints

A: I hope that is acceptable with you.

B: I hope that you can approve this course of action.

A: Thanks for being so very patient.

B: Thanks for your patience.

Social closing lines/ Friendly closing lines

A: Get well soon.

B: Hope you have a good weekend.

A: Say "Hi" to John from me.

B: Tell John that I miss him.

Other closing lines

A: Thanks again.

B: Thanks again for bringing this matter to my attention.

Closing greetings for emails

A: Best regards

B: Sincerely yours

A: Best regards

B: BR

A: Best wishes

B: Take care

A: Best wishes

B: XOXO

Writing your name at the end of emails

A: Alex Case (Mr)

B: A.M. Case (Mr)

A: A

B: Alex

The body of emails

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

A: I'll send you a copy of...

B: Please find the information attached.

Highlighting important information

A: Please only read the parts in bold.

B: Please pay particular attention to the parts in bold.

A: Please memorise...

B: Please note that...

A: NB. This must be done twice a day.

B: This **MUST** be done **twice a day!**

Requests

A: Can you do this ASAP?

B: I really need this by close of business today because...

A: Could you possibly help me with...?

B: Please please please help me with...

A: I would be grateful if you could...

B: If you can... for me, I'll do the same for you someday.

Enquiries/ Asking for information

A: Could you tell me...?

B: I really need to know...

A: 3. What time will we...?

B: My third question is what time we will...

Answering questions/ Giving information

A: Fourthly,...

B: In reply to your question about...

Making arrangements/ Changing arrangements/ (Re) scheduling

A: I'd like to meet... if you available then.

B: I'm afraid I need to reschedule...

Making complaints

A: I was not entirely satisfied with...

B: I was shocked to find that...

Instructions/ Commands/ Demanding action

A: From the beginning of next month, please make sure that you...

B: Next time don't forget to...

A: The deadline for... is...
B: You were all supposed to... by...

Giving bad news

A: There's good news and bad news!
B: We are sorry to announce that...

Giving good news

A: You'll be glad to hear that...
B: You'll be relieved to hear that...

Making announcements

A: For your eyes only.
B: FYI

Checking progress

A: As the deadline for... approaches, I just wanted to get a progress check on...
B: As the deadline for... has passed, I just wanted to get a progress check on...

Asking people to wait/ Explaining the delay before the (full) reply

A: ... is still to be arranged.
B: ... won't be decided until the last minute.

Mentioning other people (contacts, including them, social phrases, etc)

A: I'm afraid I have to CC my boss in this kind of situation.
B: I'm CCing my boss in on this.

A: Can you send this on to someone who can...?
B: Could you forward this to...?

A: Please ask John if he remembers me.
B: Please pass my best regards onto John.

Asking for payment

A: Can you check if there has been a problem in your payment for invoice number...?
B: There has been a problem in your payment for invoice number...

Making initial contact with someone

A: I managed to track you down by...
B: I was given your email address by...

Ordering products/ Booking/ Making reservations

A: Can you send us two hundred...?
B: Would you be able to send us two hundred...?

Suggested answers

Make sure you know why the not underlined phrase in each pair is less common (because it's old-fashioned, very specific, super formal, very informal, forceful, impolite, etc).

Starting emails

Opening greetings

Opening greetings to one person

A: Dear John

B: Dearest John

A: Hello John

B: Hi John

A: Dear Sir

B: Dear Sir or Madam

A: Dear Sir/ Madam

B: To whom it may concern

A: Dear Alex Case

B: Dear Mr Case

A: Dear Miss Smith

B: Dear Ms Smith

A: Dear customer

B: Dear Dr Jones

Opening greetings to more than one person

A: Hi everyone

B: Hi guys and gals

Email opening lines

Opening lines mentioning the last contact between you

A: Thank you so much for emailing me...

B: Thanks for your email about...

A: Thanks for your help with...

B: Thanks for your support with...

A: I am very grateful to you for replying so quickly.

B: Thanks for your quick reply.

A: It was an honour to meet you yesterday.

B: It was great to meet you yesterday.

A: Sorry for my late reply.

B: Sorry that it took me so very long to get back to you. This was because...

Opening lines with the subject of the email/ reason for writing

A: I'm writing to you about the latest delivery.

B: This is Alex Case. I'm writing to you about the latest delivery.

A: Sorry to bother you, but...

B: Sorry to write again so soon, but...

Social opening lines/ Friendly opening lines

A: How are you?

B: How's it going?

A: How are you doing?

B: I hope this email finds you well.

A: Hope you are okay.

B: Hope you had a good weekend.

Ending emails

Closing lines for emails

Closing lines talking about the next contact between you

Closing lines when you need a reply

A: I'm looking forward to hearing from you.

B: Please let me know if that is okay.

A: Can't wait to hear from you!

B: Looking forward to hearing from you.

Closing lines offering more communication/ help (if needed)

A: If you need any more information, please contact me.

B: Should you require any further information, please do not hesitate to contact me at any time.

A: If you get lost, just give me a call.

B: If you have any more questions, just let me know.

Other closing lines mentioning the next contact between you

A: See you later.

B: See you then.

A: I hope we have the chance to meet again someday.

B: I'm looking forward to seeing you then.

Closing lines for (big) requests and instructions

A: Thank you for your cooperation.

B: Thanks

Closing lines with apologies/ Closing lines when responding to complaints

A: I hope that is acceptable with you.

B: I hope that you can approve this course of action.

A: Thanks for being so very patient.

B: Thanks for your patience.

Social closing lines/ Friendly closing lines

A: Get well soon.

B: Hope you have a good weekend.

A: Say "Hi" to John from me.

B: Tell John that I miss him.

Other closing lines

A: Thanks again.

B: Thanks again for bringing this matter to my attention.

Closing greetings for emails

A: Best regards

B: Sincerely yours

A: Best regards

B: BR

A: Best wishes

B: Take care

A: Best wishes

B: XOXO

Writing your name at the end of emails

A: Alex Case (Mr)

B: A.M.Case (Mr)

A: A

B: Alex

The body of emails

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

A: I'll send you a copy of...

B: Please find the information attached.

Highlighting important information

A: Please only read the parts in bold.

B: Please pay particular attention to the parts in bold.

A: Please memorise...

B: Please note that...

A: NB. This must be done twice a day.

B: This **MUST** be done **twice a day!**

Requests

A: Can you do this ASAP?

B: I really need this by close of business today because...

A: Could you possibly help me with...?

B: Please please please help me with...

A: I would be grateful if you could...

B: If you can... for me, I'll do the same for you someday.

Enquiries/ Asking for information

A: Could you tell me...?

B: I really need to know...

A: 3. What time will we...?

B: My third question is what time we will...

Answering questions/ Giving information

A: Fourthly,...

B: In reply to your question about...

Making arrangements/ Changing arrangements/ (Re) scheduling

A: I'd like to meet... if you available then.

B: I'm afraid I need to reschedule...

Making complaints

A: I was not entirely satisfied with...

B: I was shocked to find that...

Instructions/ Commands/ Demanding action

A: From the beginning of next month, please make sure that you...

B: Next time don't forget to...

A: The deadline for... is...

B: You were all supposed to... by...

Giving bad news

A: There's good news and bad news!

B: We are sorry to announce that...

Giving good news

A: You'll be glad to hear that...

B: You'll be relieved to hear that...

Making announcements

A: For your eyes only.

B: FYI

Checking progress

A: As the deadline for... approaches, I just wanted to get a progress check on...

B: As the deadline for... has passed, I just wanted to get a progress check on...

Asking people to wait/ Explaining the delay before the (full) reply

A: ... is still to be arranged.

B: ... won't be decided until the last minute.

Mentioning other people (contacts, including them, social phrases, etc)

A: I'm afraid I have to CC my boss in this kind of situation.

B: I'm CCing my boss in on this.

A: Can you send this on to someone who can...?

B: Could you forward this to...?

A: Please ask John if he remembers me.

B: Please pass my best regards onto John.

Asking for payment

A: Can you check if there has been a problem in your payment for invoice number...?

B: There has been a problem in your payment for invoice number...

Making initial contact with someone

A: I managed to track you down by...

B: I was given your email address by...

Ordering products/ Booking/ Making reservations

A: Can you send us two hundred...?

B: Would you be able to send us two hundred...?

Making phrases more common stage

Without looking above, change the phrases below into ones which are more generally useful by making them match more situations, making them into less extreme levels of formality, making them more polite/ less forceful, etc. Many other alternative phrases not above are also possible.

Starting emails

Opening greetings

Opening greetings to one person

Dearest John

Hello John

Dear Sir/ To whom it may concern

Dear Alex Case

Dear Miss Smith

Opening greetings to more than one person

Hi guys and gals

Email opening lines

Opening lines mentioning the last contact between you

Thank you so much for emailing me.

Thanks for your support with...

I am very grateful to you for replying so quickly.

It was an honour to meet you yesterday.

Sorry that it took me so very long to get back to you. This was because...

Opening lines with the subject of the email/ reason for writing

This is Alex Case. I'm writing to you about the latest delivery.

Sorry to bother you, but...

Social opening lines/ Friendly opening lines

How are you?/ I hope this email finds you well.

Hope you are okay.

Ending emails

Closing lines for emails

Closing lines talking about the next contact between you

Closing lines when you need a reply

Please let me know if that is okay./ Can't wait to hear from you!

Closing lines offering more communication/ help (if needed)

Should you require any further information, please do not hesitate to contact me at any time./ If you get lost, just give me a call.

Other closing lines mentioning the next contact between you

See you later./ I hope we have the chance to meet again someday.

Closing lines for (big) requests and instructions

Thank you for your cooperation.

Closing lines with apologies/ Closing lines when responding to complaints

I hope that you can approve this course of action.

Thanks for being so very patient.

Social closing lines/ Friendly closing lines

Get well soon.

Tell John that I miss him.

Other closing lines

Thanks again for bringing this matter to my attention.

Closing greetings for emails

Sincerely yours/ BR

Take care/ XOXO

Writing your name at the end of emails

A.M. Case (Mr)/ A

The body of emails

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

I'll send you a copy of...

Highlighting important information

Please only read the parts in bold.

Please memorise...

This **MUST** be done **twice a day!**

Requests

Can you do this ASAP?

Please please please help me with...

If you could..., I'll do the same for you someday.

Enquiries/ Asking for information

I really need to know...

3. What time will we...?

Answering questions/ Giving information

Fourthly,...

Making arrangements/ Changing arrangements/ (Re) scheduling

I'm afraid I need to reschedule...

Making complaints

I was shocked to find that...

Instructions/ Commands/ Demanding action

Next time don't forget to...

You were all supposed to... by...

Giving bad news

There's good news and bad news!

Giving good news

You'll be relieved to hear that...

Making announcements

For your eyes only.

Checking progress

As the deadline for... has passed, I just wanted to get a progress check on...

Asking people to wait/ Explaining the delay before the (full) reply

... won't be decided until the last minute.

Mentioning other people (contacts, including them, social phrases, etc)

I'm afraid I have to CC my boss in this kind of situation.

Can you send this on to someone who can...?

Please ask John if he remembers me.

Asking for payment

There has been a problem in your payment for invoice number...

Making initial contact with someone

I managed to track you down by...

Ordering products/ Booking/ Making reservations

Would you be able to send us two hundred...?

Compare your answers with the underlined phrases above. Many other alternative versions are possible, so please check if you wrote something different.

Controlled practice

Test each other on the phrases:

- Play the same reading out both and spotting the more common one game
- Read out a gapped more common phrase for your partner to complete
- Read out a less common phrase for your partner to make more common
- Read out a heading and help your partner make suitable phrases, particularly more common ones

Freer practice

Flip a coin to decide what kind of phrase above you should use in a email:

- heads = use on of the more common phrases above
- tails = use on the less common phrases above

You should make the whole email, from greeting at the beginning to your own name at the end. Your teacher will tell you if you should write the email together, or if one person should say what they would write. Someone else will then judge how well you used that phrase in the email, e.g. if the other parts of the email matched it.

The big list of useful emailing phrases

Underlined phrases are the most important/ useful emailing phrases, so should probably be learnt first. Phrases which are wrong or rare and so you should avoid are in italics and brackets () with "NOT", "X", "RARE", etc.

Useful phrases for starting emails

Useful email opening greetings

Opening greetings to one person

- Dear Mr/ Ms/ Dr/ Professor + family name (= Dear Mr./ Ms./ Dr./ Prof. + family name)
- Dear Alex
- Hi John
- Dear Sir or Madam
- Dear Sir/ Madam
- Hello again
- Hi
- John
- *(nothing)*

(NOT To Alex X NOT Dear Alex, Hi X NOT Dear Mr Alex X NOT Dear Madam X NOT Dear Sirs or Madams X NOT Dear + Smith X NOT Dear Mr or Ms Smith X NOT Dear my teacher X NOT Dear HR department X NOT Dear section manager X RARE To whom it may concern RARE Dear Alex Case RARE Dear Miss Smith RARE Dear Sir RARE Dear Sirs)

Opening greetings to more than one person

- Dear all
- Hi everyone
- To: All faculty members/ To: New recruits/ To: All members of.../ To: (All)...
- Hi guys
- Hi

(NOT Dear finance staff X NOT Dear all faculty members X NOT Hi all X NOT Dear everyone X NOT Dear guys X NOT To everyone X RARE Dear colleagues RARE Dear friends)

Useful email opening lines

Opening lines mentioning the last contact between you

- Thank you for your email (yesterday/ of 12 May/...) (about...)
- Thanks for your email (this morning/ earlier/ yesterday/ on Monday/ last week/...)
- Thanks for your quick reply./ Thanks for getting back to me so quickly.
- Thanks for your phone call this morning/ the information about.../ your interest in.../ your help with.../ your hospitality in.../ your questions about.../...
- Thanks for sending me/ for contacting me about/ for attending/ for asking us about/ for informing us about/ for giving us feedback on/ for inviting me to/ for...
- It was great to see you (again)/ It was so nice to see you (again) (on Monday/...).
- (I) just read your email about.../ (I) just got your message about...
- Sorry for my late reply/ Sorry it took me so long to get back to you/ Sorry for the delay in replying/ Sorry not to reply sooner (but I had to.../ but...).
- Sorry it's been so long since I was last in touch/ since my last email/ since....
- It was a pleasure to meet you/ It was my great pleasure to meet you last week/....
- Thank you for finding the time to meet me/ to attend.../ to help with.../ to...

- Sorry I couldn't make the meeting on Friday./ Sorry I missed...
- It was great to hear from you.
- Long time no see!
- Thank you for your talk/ presentation/ report/...
- Thanks for writing to inform me about...
- Thanks again for...
- Thanks a lot for...
- Thanks a million for...
- Thanks so much for...
- With reference to your email of...
- It was such a nice surprise to see your email in my inbox this morning.
- It was so nice to get your email yesterday.
- Was so thrilled to get your mail.
- Was lovely to see you again last week.
- Wow, that was quick!
- I just got your request for...
- Cheers for...
- I was so excited to see your email in my inbox this morning (!)
- I can't believe it's already... since we (last)...
- I don't know if you remember me, but we met/ talked/ worked together/ were both at/

...

(NOT Thank you for your quick replying X NOT Thank you for your support X NOT Thank you for your continuing support X NOT Thank you for your hard work X NOT Thanks for your help X NOT Sorry to write when you are so busy X NOT Sorry to bother you X NOT Sorry for my late replying X NOT I received your email X NOT I read your email X NOT Thank you for your complaint X)

Opening lines with the subject of the email/ reason for writing

- I'm writing to you about your latest model/ about the meeting next week/ about your presentation yesterday/ about...
- I am writing to you in connection with/ with regards to/ regarding/ concerning...
- I'm writing (in order) to ask/ to enquire/ to confirm/ to check/ to inform you/ to follow up on/ to let you know/ to tell you/ to thank you/ to invite you to/ to update you on/ to announce that/ ...
- I'm writing (to you) because I have just found out that/ because I thought you'd like to know that/ because I need/ because...
- (This is) just a quick note to say (that)...
- Just a few comments on/ an update on/ some (more) info on/ a word or two on...
- Sorry to write out of the blue, but...
- Sorry to write again so quickly, but.../ Sorry to bother you again so soon, but...
- Sorry, in my last email I forgot to...
- As promised, I'm writing to send you/ to...
- As we discussed, I'm sending you...
- ... suggested that I write to you about...
- I don't have time to reply in detail at the moment, but...
- I have to... in a minute but I thought I'd better let you know...
- I was asked by... to write to you about...
- I am writing to you on behalf of...

- Re:...
 - (Writing) about...
 - Regarding...
 - Sorry for the short notice, but...
 - (I have a terrible feeling that) this is probably (already) too late, but...
 - This really is the last email today (about...), I promise!
 - Sorry, (this is) (yet) another email about...
 - There is no rush on this, but...
 - I'm not sure if this is the right email address, but...
 - I'm not sure if you are the right person to ask, but...
 - I know this is a particularly busy time of year, but...
 - I know this is rather bad timing, but...
 - I (think I) wrote to the wrong address before, so...
 - I'm forwarding an email/ message/ article/ report/... from...
 - As you can imagine, this email is about...
 - As you have probably guessed, I'm writing about...
 - I'm writing about a... that you might be able to help with.
 - I know this is asking a bit much, but...
 - I'm getting ahead of myself a bit with this, but...
- (NOT I write to you about... X NOT Sorry to bother you X)*

Social opening lines/ Friendly opening lines

- (I) hope you had a good weekend/ a good evening/ a good trip (to...)/ a good time/ a good break/ a good...
 - How's it going?/ How are things?/ How's life?/ How are you doing?
 - How was your weekend/ your trip/ your presentation/ your meeting with/ ...?
 - I hope you (and your family) are (all) well.
 - I hope that you are enjoying...
 - I hope that you weren't too affected by the recent...
 - Hope you have recovered from...
 - I just heard about your company's.../ your town's.../ your team's.../...
 - Just read about the big storm/ the story about/...
 - I heard that/ I read that/ I guess that ... over there. (I hope that you are all okay.)
 - I was sorry to hear about...
 - Congratulations on.../ Congrats on...
 - Been busy?
 - Hope you haven't been too busy.
 - I hope this email finds you well.
- (RARE Are you okay? RARE I hope you are okay)*

Useful phrases for ending emails

Useful email closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

- I'm looking forward to hearing from you (soon).
- I look forward to hearing from you (soon).
- Looking forward to hearing from you (soon).
- Please let me know if that's okay/ if that is acceptable with you/ if that sounds okay/ if you can/ if you can help/ if you need an extension/ if you need to reschedule/ if...
- Please let me know what you think/ when might be a good time/...
- Look forward to hearing what you think/ getting your input/...ing...
- We look forward to receiving your documents/ application/ permission/...

(NOT I'm waiting for your reply. X NOT I expect to hear from you. X NOT I look forward to hear from you X NOT I look forward to your quick reply X NOT I look forward to your reply as soon as possible X NOT I look forward to your replying X NOT I look forward to your reply by Friday X)

Closing lines offering more communication/ more help (if needed)

- If you need any more information, please contact me.
- If you require any further information, please do not hesitate to contact me (at any time).
- If you have any questions, please let me know.
- If you have any more questions, just let me know.
- (In the meantime) if you need any more information, please feel free to email me.
- If you need any more info, just drop me a line.
- Please phone my mobile if you get lost/ if you have any trouble with.../ if...
- Please phone at any time if you need.../ if you have any questions about.../ if...
- Please get in touch if you need any (more) help with this.
- Please let me know if there's anything (else) that I can do to help.
- If anything about that isn't clear, please drop me a line.
- If you have any further problems, please do not hesitate to contact me.
- If anything isn't clear, just let me know.
- Should you require any further information, please do not hesitate to contact me.

(NOT If you need any more questions, please contact me X NOT ... please feel free to let me know X)

Other closing lines mentioning the next contact between you

- I'm looking forward to seeing you then.
- I look forward to meeting you then.
- See you on Monday/ next week/ on.../ next.../ then.
- (I) hope we have the chance to meet again soon.
- Speak to you soon/ then/ on Monday/ on.../ next.../ later.
- I hope we have the opportunity to meet again soon.
- I look forward to doing business with you again soon.
- Hope you can come(!)
- Can't wait to see you again!
- Keep in touch!
- Write soon!
- (I'll phone you.../ Will write again...) Speak to you then.

Closing lines for (big) requests

- Thanks (in advance).
- Thank you (in advance).
- Cheers.
- Any help you can offer me with this would be greatly appreciated.
- Any feedback you can give me on this would be gratefully accepted.
- Any assistance you could give me in this matter would be greatly appreciated.
- Any help at all would be much appreciated.
- Thanks a lot.

(NOT Thank you for your support X NOT Thank you for your cooperation X)

Closing lines for instructions/ commands/ orders

- Thank you for your cooperation./ Thanks./ Cheers.

(NOT Thank you for cooperating X)

Closing lines with apologies/ Closing lines when responding to complaints

- I hope that is acceptable with you.
- (I) hope that is okay (with you).
- Once again, please accept our apologies for any inconvenience caused/ for the inconvenience caused/ for the delay/ for...
- Thanks for your patience./ Thank you for your patience.
- Thank you for your understanding.
- Sorry about the complications.
- Sorry this is taking so long to sort out.
- Sorry for any trouble caused.
- We would like to apologise in advance for any inconvenience caused.
- Sorry for the delay (in arranging this/ in...).
- As I said, really sorry about all that/ about....

Social closing lines/ Friendly closing lines

- Have a good evening/ day/ weekend/ break/...
- Hope you have a good vacation/ journey home/...
- Hope you have the chance to enjoy the nice weather/ the cherry blossom/ the holiday/...
- Good luck with/ Best of luck with....
- All the best with...
- Look after yourself./ Take care of yourself.
- Send my love to John./ Say "Hi" to John from me.
- Please give/ send my best regards to Mr Smith.
- Get well soon.

Other useful closing lines

- Thanks again (for bringing this matter to my attention/ for your interest in.../ for...).
- (I) hope that helps/ that answers all your questions/ that's clearer now/ that's some help/ that meets with your approval/ that...
- Sorry I couldn't be more help.
- (Does that) sound okay?

Useful email closing greetings

- Best regards
- Sincerely yours
- Sincerely
- Yours
- Best wishes
- Regards
- All the best
- Bye for now
- Take care
- Kind regards
- Yours sincerely
- Yours faithfully
- Best
- Hugs and kisses
- Lots of love
- XXX
- ATB
- BR
- BW
- XOXO

(NOT Best regard X NOT Your sincerely X NOT From... X)

Different ways of writing your name at the end of emails

- Alex Case
- Alex
- Alex Case (Mr)
- A.M.Case (Mr)
- Al
- A
- - (= nothing)

(NOT Mr Alex Case X NOT Case X)

Useful phrases for the body of emails

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

- Please find the information/ the document/ some data/... attached.
- For your reference, please... attached.
- ... is attached.
- (FYI) I've attached...
- Here is/ are... (that I promised/ that you asked for/ that I mentioned/ that...)
- Please find attached...
- I'm sending you...
- Please see (the information/ the website/ the diagram/ the...) below (for more details/ for...).
- I've pasted in.... below./ I've copied in.... below.
- If you look at the first line/ bullet point/ paragraph/ section of..., you will see that...
- The parts in bold/ in red/ in green/... are my comments/ are my boss's feedback/ are the changes in the second draft/ are...
- More information on this is available at http://.../ on the intranet/ in pg.. of our catalogue/...
- As you can see from/ in the attached.....
- If you look at page three of the document attached, you will see that...
- Please click on the link below for more details/ for...
- Please see below for...
- Check out the attached...

(NOT Can you find the document attached? X NOT Please see the below information X)

Highlighting important information

- Please note that...
- NB...
- The most important parts are highlighted in red/ bold/ italics.
- Please pay particular attention to the parts in...
- I should probably emphasise that...
- I cannot emphasise strongly enough that...

(NOT <...> X NOT "... " X RARE ...!)

Requests

- Could you...?
- Could you possibly...?
- I was wondering if you could...
- I'd be very grateful if you could...
- Would you mind...ing (...)?
- Can you...?
- Can you give me a hand with...?/ Can you do me a (huge) favour (and...)
- I'd really appreciate (some help with)...
- Can you finish it by (close of business on) Friday?
- ... would be very useful.
- ... would be very much appreciated.
- ... would be gratefully accepted.
- I would be very grateful if you could take action in the next few days.
- Any help at all would be much appreciated.

- I really need it by close of business on Friday because...
- Would you be able to...?
- I was wondering if you would be able to...
- If (at all) possible, I really need it within three days because...
- Can you forward this to Mr Jones?
- I have a little favour to ask you.
- I really need it by... because...
- If you could..., that would be a great help.
- Can you spare a few minutes to...?
- I know this is a bit cheeky, but...

(NOT Would you send me some information on...? X NOT Can you do it as soon as possible? X NOT Could you send it to me as soon as you can? X NOT ... as possible as you can X NOT Please + verb X NOT Would you please...? X NOT Would you possibly...? X NOT I'd like you to... X)

Responding to requests (positively or negatively)

- I'd like to help with..., but unfortunately...
- I've passed your request onto...
- I'm glad to tell you that...
- That's no problem./ That won't be a problem. I'll... straightaway/ right away.
- I'll see what I can do.
- I'm afraid that is not really possible at this time.
- I wish I could help, but...
- I'm afraid I can't really help with... at the moment because...
- I wish I could be of assistance with..., but unfortunately...
- I would (of course) be glad to help with...
- I'll be happy to help with...
- Would love to help, but...

Enquiries/ Asking for information

- Could you (possibly) tell me...?
- Can I check...?
- My (three) (main) (...) questions are below./
- Please find my (three) (main) (...) questions below.
- (First of all) I'd like to know...
- My (first/ second/ third/ next/ last/ final) question is about...
- I (also) have a question about...
- I'd like/ I need some information on...
- (If possible) I (also) need to know...
- Do you have any information on...?
- Can you tell me something about...?
- I was wondering if you have any information on...
- (Before we order/ Before we go ahead with.../ Before...), we need to know...
- I'd be interested to know...
- I also wanted to know...
- We'd particularly like know...
- (More) specifically, we wanted to know...
- The other question we had is...

- Can you fill me in on...?
- I was wondering if you (happen to) know...
- You don't (happen to) know..., do you?
- I heard that... Would that be right?
- Are you the right person to ask about...?
- Got any info on...?

(NOT At first X NOT At last X NOT Please tell me... X NOT Could you possibly tell me what do you...? X)

Answering questions/ Giving information

- Please find my answers below.
- The answers to your question are below.
- In answer to your (first/ second/ third/ last) question...
- To answer your question about...
- You (also) had a question about...
- You (also) asked us about...
- Regarding...
- Turning to.../ Moving onto.../ As for...
- You also enquired about...
- I'm afraid I don't have any information on..., but...
- In reply to your questions,...
- Before I answer your questions, can I just check...?
- I have attempted to answer your questions below.
- In reply to the first of your questions,...
- Here are my answers:
- Answers below.

(NOT Fourthly... X)

Making arrangements/ Changing arrangements/ (Re) scheduling

- I'd like to meet on... (if you are available then).
- I'm available on..., (if that is convenient with you).
- I'm afraid I can't make... How about...?
- (Due to...) I'm afraid we need to put forward/ delay/ postpone/ put back/ cancel/ call off/ reschedule/ move/ rearrange...
- If possible, I'd like to...
- We need to arrange...
- Can you tell me a good time to...?
- Are you available to...?
- I'm afraid I will be...ing at that time. Would... be possible?
- Please let me know if you need directions to...
- Please find a map/ instructions on how to get here attached/ below.
- ... if you are free.
- ... if that is okay with you.
- I would be very glad to meet on..., if that is convenient with you.
- I am afraid I have to... at that time, but I would be very happy to meet... if you are available.
- Sorry, can't make it then. What about...?
- That would have been great, but at that time I'm meeting... Would... be okay with you?

- Please let me know when you are available to...
- Thanks for making the time to meet up with me at such short notice, but I'm afraid...
- ... is best for me.
- I have a free slot...
- I will be available anytime from...
- Please pick any slot you like and I'll do my best to make it then.
- Unfortunately, I have ... on that day.
- Are you available the week after next?
- I would be very glad to fit you any time after that.
- That is perfect for me.
- Please let me know what time most suits you.
- Are you still okay for...?
- I would be delighted to meet you... (if that is convenient with you).
- It would be my very great pleasure to meet you at that time.
- *(NOT ... if you are convenient X NOT I can't because I will meet... X NOT I have another arrangement X NOT I have a promise X NOT Sorry, I'm busy X NOT Sorry, I have something to do X)*

Making complaints

- I'm afraid I was not (very) happy with...
- Unfortunately, ... was not (really) what I expected.
- I'm afraid I was not (completely/ fully) satisfied with...
- Although I was promised...
- I was surprised to find that...
- ... does not seem to be correct.
- I experienced an issue with...
- I was disappointed to find that...
- Overall we were quite impressed/ satisfied with..., but...
- Could you let me know what action will be taken on this?
- There are unfortunately a few issues with...
- We think that in this situation we deserve...
- In this kind of situation I think it is fair for us to expect...
- Unfortunately,... did not meet the (high) standards that I expected.

Apologising/ Responding to complaints

- I was sorry to hear about...
- I would like to apologise for...
- Please accept our (sincerest) apologies for the inconvenience caused/ for any inconvenience caused/ for...
- To make up for this...
- To compensate you for your inconvenience,...
- In return, please accept...
- (So/ Very) sorry about...
- Please rest assured that.../ We would like to assure you that (in future)...
- This was caused by...
- This occurred due to...
- I have (already) asked... to.../ checked.../ forwarded.../ instructed... to.../ looked into the matter (and...)/ raised this matter with...

- First of all, let me say how sorry I am for...
- This was an unfortunate result of...
- In recompense, we would like to offer...

Instructions/ Commands/ Demanding action

- Just a quick/ brief reminder that...
 - (In future/ From now on/ From next week) please make sure that you...
 - We'd like everyone to...
 - Please ensure that you...
 - Please remember that...
 - Please don't forget to...
 - All attendees/ staff/ managers/ new recruits/ visitors/... must (ensure that they)...
 - Due to..., we would like all relevant people to... by...
 - It is imperative for all...
 - Any failure to... will result in...
 - I'm afraid it is necessary for all... to...
 - Can you all make sure that you... by...? This is because...
 - The deadline for... is...
 - From now on, please...
 - Everyone is required to...
 - I'm afraid we have to ask you to...
 - Would you please...?
 - Whatever you do, don't forget...
- (NOT ...! X NOT ...!! X RARE ALL CAPITALS)

Giving bad news

- We regret to inform you that...
 - We are sorry to announce that...
 - (After careful consideration,) I'm afraid we have decided...
 - I'm afraid...
 - Unfortunately,...
 - I'm sorry, but...
 - Sorry, but...
 - Some bad news, I'm afraid.
 - Bad news – ...
- (NOT I'm afraid but... X)

Giving good news

- We are pleased/ delighted/ glad/ relieved/ to announce that...
- It's our very great pleasure to announce that...
- You'll be glad/ relieved/ delighted to hear that...
- Great news – ...!

Making announcements

- I would like to inform you that.../ We would like to inform you that...
- This is to let you (all) know that...
- FYI,.../ For your information...
- I thought that you (all) should know...

- Just a quick heads-up on...
- The new policy on... is...
- This email is official notice that...
- Please be informed that...

Checking progress

- Can you give me an update on...?
- Could you let me know how you are getting on with...?
- How are you getting on with...?
- I just need to know how... is progressing.
- We are now at the midway point of... so...
- I just wanted to check whether you've... yet.
- Just wanted to check if you've already...
- As you know,... is due by... so I wanted to know...
- As the deadline for... approaches, I just wanted to get a progress check on...
- I'm just trying to confirm everyone's progress with...
- Can you tell me how we are doing with...?
- Do you know if... is nearly finished?
- Could I ask about your progress with...?
- Can I check the progress of...?
- How are you doing with...?
- Making much progress with...?
- Getting on OK with...?

(NOT Have you finished...? X NOT Please update me on... X)

Asking people to wait/ Explaining the delay before the (full) reply

- ...(is) TBC/ TBA/ to be confirmed/ to be arranged
- We haven't decided... yet, but I'll let you know as soon as I do.
- We are still in the early stages of... (but...)
- I'll reply in more detail in the next couple of days.
- Your request is presently being processed.
- I've forwarded your email to...
- I'm presently waiting for...
- You can expect a (full) reply/ a decision/... within three working days.
- I'm afraid there will be a slight delay in...
- Please bear with us while...
- Please give us couple of days to...
- I'll complete it next week, if that is okay with you.
- The person in charge of this will email you soon.
- We are expecting a decision in the next few days.
- I'll ask my colleague to contact you.
- I'm afraid... is still to be confirmed.
- I'm afraid we are still waiting for final confirmation (on...).

(NOT Please wait while...X)

Mentioning other people (contacts, including them, social phrases, etc)

- I'm CCing... in on this./ I've included... in this exchange.
- Please CC me when you reply./ Please include... when you send...

- Could you forward this to...?/ Can you send this on to...?
- I've (also) forwarded your email to...
- I asked... to have a look at your last email and she said...
- Kim asked me to say "Hi" to you (from him/ her)./ Kim asked me to send his/ her best wishes onto you./ Kim sends his/ her best wishes/ Kim sends his/ her love.
- Please pass my best regards onto.../ Please send my best wishes to.../ Please say hi to... (from me)/ Please send my love to...
- I need to get in touch with... and I thought that you might have his/ her...
- Do you have ...'s email address (by any chance)?
- I was hoping that you could put me in contact with/ in touch with...
- I believe that you know/ are in contact with... and was wondering if you could...
- Do you know anyone who...?

Invitations

- Would you like to go out for dinner on Wednesday?
- We would like to invite you...
- How about... (with me/ us)?
- We are going to... Do you fancy coming along?
- It would be our great pleasure if you could attend...

Responding to invitations

- It is my very great pleasure to accept your invitation to...
 - I'd love to come, but...
 - It sounds great/ like just my kind of thing, but unfortunately...
 - Please do ask again if you do the same thing another time.
- (NOT I'd like to come, but... X NOT I love to come, but... X)*

Asking for advice/ feedback/ recommendations

- ... said that you would be the best person to ask about...
- ... suggested that I ask your advice about...
- Could you have a look at the attached... and tell me what you think about...?
- I was wondering if you have any advice on...
- I'd really appreciate some advice/ feedback on...
- I'm not sure what to do about...

Asking for payment

- Payment is now due for...
- Please find an invoice for... (ref. no. GTY989988) attached.
- According to our records, payment for... is/ was due on....
- I just wanted to check the situation of payment for...
- I don't seem to have received payment of...
- ... doesn't appear to have come through.
- Could you check whether you have paid...?
- Can you just check if there have been problems with the payment of...?

Checking/ Confirming

- Can I check/ confirm if/ whether/ where/ when/ what/ ...?
- I'd (just) like to check/ confirm...

- I understood that... Is that right/ correct/ the case?
- In your email you said... Can I check if you mean...?
- Just to clarify..., could you confirm...?
- I wasn't sure if... (or not).

Making initial contact with someone

- ... suggested that I write to you about...
 - I was given your email address by...
 - I am a colleague of...
 - My colleague... said that I should...
 - I got your contact details from...
 - I have taken over from... (and will be in charge of your account from now on).
 - I am writing to you from...
- (NOT Nice to meet you X)*

Ordering products/ Booking/ Making reservations

- I would like to order 20,000... is, model number... (but first I would like to check...)
 - Can you provide us with/ supply us with...?
 - Could you send us...?
 - (If it is available), I'd like to book/ reserve...
 - Is... (still) available/ in stock?
 - Do you have/ stock/ supply...?
 - I'd like to change my order/ booking/ reservation...
 - I'd like to confirm my usual order/ booking/ reservation for...
- (NOT Please send us... X)*

Thanking

- We really appreciate...
 - ... really helped with...
 - We are very grateful for...
 - Thank you so much for...
 - We couldn't have... without you.
 - There is no way we could have... without your...
- (NOT We are really appreciate... X)*

Asking for permission

- Would it be okay for me to...?
- Am I allowed to...?
- Is it okay to...?
- I need your permission in order to...
- I was wondering if (this time) it might be possible to...
- I know this is not usually allowed, but...
- I was wondering if it might be possible to...
- Is it alright for me to...?
- May I have permission to...?
- Do I have your permission to...?

Making offers (offering help etc)

- I'd like to offer my/ our help with...
- I was just wondering if you need a hand with...
- I heard that you were struggling with... and thought I'd offer to lend a hand.
- I wanted to check if you need any help with...
- I would like to offer my assistance with...
- Do you need any help with...?
- Need a hand with...?
- Do you want me to...?/ Would you like me to...?

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