

**Identify the basic parts of an email****From:** clare.taylor@globalnet.com

A

**To:** a.fabbri@martellicomputer.it

B

**Sent:** 10 July 2015, 11:45

C

**Subject:** appointment

D

**Attachments:** detailed offer re laptops

E

Dear Anna,

F

Thank you for your email of 6 July.

G

Unfortunately I have to change our meeting of 2 August as I have another appointment. Can we meet on 3 August at 10?

I've also attached a detailed offer of our newest laptops, as you enquired in your last email. We can discuss this when we meet.

I look forward to your reply.

Best regards,

H

Clare Taylor

I

- A. ....
- B. ....
- C. ....
- D. ....
- E. ....
- F. ....
- G. ....
- H. ....
- I. ....

**Formal Email Vocabulary**

*Link the topics from the box below to the groups of phrases often used in formal emails.*

explaining the purpose of your e-mail - ending an email with a final message - responding to another person's email - starting the email warmly - introducing a topic

.....  
.....  
If you want to be polite and warm at the beginning of the email, you can use one of the phrases below. It's more common to use this when you already know the person.

- I hope you are doing well
- I hope this email finds you well
- I hope that you're having a good week/weekend

.....  
.....  
If your email is a reply to another person's email, you can use one of the phrases below depending on why they contacted you:

- It's great to hear from you (if it's been a long time since you've been in contact)
- Thank you for reaching out to me (if someone you know contacts you for information or help)
- Thank you for your inquiry (if someone you don't know asks for information - more formal)
- I appreciate you bringing this to my attention (if someone notifies you of a problem)

.....  
.....  
When you want to tell the reader the reason why you are writing this email to them, you can use the phrases below. Be careful about the form of the verb (ex. do/to do/doing) as this is necessary for it to be grammatically correct:

- The purpose of my email is (to request) - sounds formal and professional
- I'm writing (to inform you about...) - a little more relaxed
- I'm writing this email because... - giving a past reason for the email
- I would like (to notify you about...) - polite
- I would like to take this opportunity (to congratulate you) - usually for a warm message

.....  
.....  
If you want to tell the reader what this sentence or paragraph is about, you can use the following prepositions to introduce the topic instead of using "about":

- With regard to (something),...
- With respect to (something)...
- Regarding (something)...
- Concerning (something),...

Note that this is not a complete sentence because it is just a preposition and a noun (like saying "about tomorrow's meeting") so you need to continue this sentence and write the main clause.

- e.g.: "Concerning tomorrow's meeting, we will need eight tables and fifty chairs."
- .....  
.....

The most common final sentences are below, and choosing the sentence will depend on the context of the email that you are writing:

- I look forward to your reply (when you want someone to respond to you)
- Don't hesitate to ask me if you have any questions or concerns (when the reader might disagree with the content of the email or have questions about it)
- Please get back to me as soon as you can (more casual to get a quick response)
- Have a great day/evening/week/weekend (simple and nice)

*Fill in the gaps with the words or phrases listed above each exercise.*

1. A friend has e-mailed you about a bad experience she had with an internet music store. You offer to help her turn the e-mail into a letter of complaint. Rewrite the email using formal, correct English, making up details if you'd like. The purpose is to explain what specific problems your friend had with the company, to ask that the company take action to solve these problems, and to make it clear that, if the company fails to respond within one week, the friend will notify the Better Business Bureau.

Hey, J. I'ma bouta LOSE IT. Remember how I told you that cd was all scratched and the case smashed up and stuff? Well, I called the company. What a nightmare. Let me give U a bit of advice: Internet companys DO NOT like to deal with the phone. I had to call back 5 times b/c the stupid automated thing kept hanging up on me. Then when I finally got a REAL PERSON, she accused me of breaking it myself so I could get a new one for free. What kind of sense does that make? I have half a mind to sue. What do U think I should do?

Amy

*demanding - in writing - forced - representative - hung up on - inform - fail - disappointed with - replacement - obtain*

Dear Sir or Madam,

I am writing to ..... you that I have been ..... the service your company has given me. Since I was unable to resolve the problem by phone, I have decided to put my complaint .....

First, the CD that I ordered from your website was scratched and the case was broken. Second, when I called your Customer Service line, the automated system ..... me five times before I got through. Third, when I was finally connected to a ....., the woman accused me of breaking the CD myself so that I could ..... free merchandise, which is both offensive and ridiculous. I had already paid for the one CD and wasn't ..... additional merchandise.

Please mail me a ..... CD as soon as possible. If you ..... to respond to this request within a week, I will be ..... to notify the Better Business Bureau.

Thank you in advance for your help.

Sincerely,  
Amy Young

2. In a text-message exchange, your friend congratulates you on a class presentation. You explain that a public librarian helped you, and then you decide to write a letter to the librarian's supervisor, commending the librarian on a job well done. Using formal, correct English, rewrite the text-message exchange as a letter to the supervisor. You can make up details if you'd like.

Friend: WTG, Supastar.  
You: Wha?  
Friend: That presentation was killa!  
You: TU  
Friend: Whats U secret?  
You: Your friendly neighborhood liberry-an.  
Friend: The school's?  
You: Nope. Public. Mrs. Baxter, Ref Lib. She rocks!! I didn't have a clue. Told me what and where to search, how to organize. Even helped me with the title. Catchy, huh?  
Friend: Totally. Was my favorite part.  
You: Mine too :)  
Friend: Teach liked too.  
You: Ya think?  
Friend: Definitely.  
You: BG :-) GL on yours. Go to the library! Schoenberg branch.  
Friend: TX. TTYS.  
You: Bye.

*catchy - needless to say - topic - I am writing - as to - proper - research - concern - well done*

To Whom It May .....,

I am a student at the University of Illinois, and ..... to praise the exceptional performance of your reference librarian, Mrs Baxter. If it weren't for her, I probably would have failed my history presentation.

On the night of March 10, 2006, I went to your library without a clue ..... what I was going to do. I had a ..... in mind, but that was about it. Mrs Baxter showed me how to ..... my topic, organise my research, and think of a ..... title.

....., the presentation was a success. Both my classmates and teacher loved it. I am very thankful to Mrs. Baxter for everything. You should be proud to have her as a member of your staff. She deserves the ..... recognition for a job  
.....

Sincerely,  
Michael Difatta

3. A colleague needs your help revising a memo she is about to distribute to the staff of the office where you both work. "I'm not very good at this kind of thing," she admits. Rewrite the memo using formal, correct English, making up details if you'd like. The purpose is to remind everyone of his or her role in office upkeep. The audience is every employee in the Marketing Department.

To: Marketing Department

Fr: Allison Kosinsky

Re: Kitchenette maintenance

I know this is kind of a drag, but its become a real problem and I just don't know what else to do besides send out a memo, so here goes. The refrigerators nasty. It really is. We all have to share that space, its common courtesy. I mean, come on guys, don't you think you could do a little better cleaning out your old food? Doesn't it kind of make sense, you know, if you don't eat something for two weeks to throw it out so it doesn't get all moldy?

So let's try harder to remember to throw out our food after, say, a week, OK? And I'm not talking about ketchup and mustard and things like that, just, you know, meals that go bad and get stinky. And I hate to do this, but Mr. Raj said that if I notice something sitting there that looks nasty and nobodys throwing it out, then I should do it for you.

Thanks. And sorry.

*Not only - in advance - employees - allowing - have been*

To: Marketing Department

Fr: Allison Kosinsky

Re: Kitchenette Maintenance

..... are leaving food items in our kitchenette's refrigerator for too long, ..... them to spoil. .... is this behaviour disrespectful toward the rest of the group, it is also a health hazard. Please put dates on any food you put in the fridge and throw out any items that ..... in there longer than one week. I have been instructed to throw out anything that looks bad to me, so if you don't take the initiative, I will.

Thank you ..... for your cooperation.



4. Your friend has written an e-mail to your instructor about an incident that happened in class that morning. He asks you to look it over before he sends it. Rewrite your friend's e-mail using formal, correct English. You can make up details if you'd like. The purpose is to make a reasoned complaint without sounding too harsh. Because there is more than one possible rewrite, you will not receive a score for this exercise.

*Hey Prof. Huang, it's me, Caesar Murphy, from your 10 o'clock class. Look, I'm not trying to cause no trouble, but I really don't think you treated me very fair in class today. I did everything you told me too! I had went to the library last week, and they didn't have anything I could use. I swear. You can ask the librarian if you don't believe me.*

*I understand you were mad because I didn't have my work, but why'd you have to call me out like that and make me look stupid? You could of waited until after class, at least. Anyway, I just wanted to let you know I didn't appreciate it. I mean, can we work something out? Because if it's going to be like this for the rest of the semester, I just assume drop.*

*No disrespect,*

*Caesar*

*complete your assignment - during your office hours - with all due respect - alternative plan of action - assignment was due - I wish you hadn't embarrassed me - has agreed to confirm the fact*

Dear Professor Huang,

....., I felt personally attacked in your 10 a.m. class today. I honestly tried to ....., but our library simply does not have any information on my subject. Ms. Darcy was helping me and ..... that I was there and trying. I understand that you were angry because I didn't have my work, but ..... in front of the whole class. We could have talked after class or .....

Perhaps I should have told you about the problems I was having before the ....., but is it too late to meet to discuss an .....? I want to show you that I'm willing to do the work to pass this class.

Sincerely,

Caesar Murphy

5. You recently e-mailed your sister concerning your visit to the day care facility her son attends. You were not impressed with what you saw. Revise your e-mail, turning it into a formal letter of complaint using formal, correct English. You can make up details if you'd like. The purpose is to make reasoned complaints and polite recommendations for improvements. The audience is the owner of the day care facility.

hey sis,

i'm not even sure why i'm doing this b/c i know it's a touchy subject, but why on earth do you have emil in that place? i mean, i know it's carlos's cousin owns it or whatever but is that really a reason to put emil through hell? and don't accuse me of being melodramatic, b/c i'm not. boredom is hell for kids. do you just close your eyes, ears, and nose when your there? it stinks, for one. she must never clean the bathrooms. when i picked up e., i had to go to the "backyard" to find him. what a joke! no grass, swings, toys, animals, NOTHING. emil and this other kid were drawing in the dirt with sticks. but the worst for me was that awful woman. (i don't care if she is carlos's cousin.) smoking in front of the tv. didn't even look up when i walked in. i could of been anyone! so hey, s., he's your son, etc., but i wouldn't let my kid w/in 100 yards of that place. i've decided to write the owner a letter. don't get mad! you can't do anything about it b/c of carlos, so i will. for emil's sake.

i promise i'll let you see it b4 i send - love, jen

*recommendations - acknowledge - occupy - day care - comings and goings - void - fully care - holding pen - major concern - furthermore - alike - priority*

Dear Mrs Cortez,

I recently picked up my nephew, Emil Santos, at your ..... While he seemed content enough to ..... himself, I was concerned by the rather gloomy atmosphere. For example, when I walked in the door, I noticed a strong smell of urine. I was also surprised to find your backyard ..... of grass, toys, and pets. ...., it troubled me that you did not ..... my entrance into the building. What if I had been a stranger there to hurt one of the kids?

It seems to me that Friendly Faces has the responsibility to ..... for the children there, not merely to serve as a ..... Health should be a top ....., and the restrooms should be cleaned at the end of each day. If you put sod in the yard and provided some toys, a swing set, or a small pet, the hours would pass more quickly and enjoyably for the children. Safety should also be a ..... You would do well to monitor the ..... of children and adults alike.

Thank you for taking care of my nephew. Please consider these ..... as a way to possibly make your clients happier and your business even more successful.

Sincerely,

Jennifer Kemery



6. Chloe Hawthorne runs two successful restaurants. Max is waiter in one of them. On Monday morning when she went to open the restaurant, she received the following letter.

Hi Mister

I am really sorry about the incident yesterday night at my restaurant.

I can understand you are disappointed because you felt the service was not okay at all. Apparently our Max didn't know about you had phoned to book beforehand. He told me he was still able to give you a table, but too bad it was near the loo ... And it seems he was quite impolite to you, although you've been with us for such a long time. I told him off quite severely and threatened to punish him.

So, sorry once again and hope to see you soon again in our joint.

Bye bye

John Smith

*ill-informed - in the strictest of terms - forward to - allegedly - of courtesy - regret - long-standing - up to standard - understand - sincere - occasion - customer satisfaction if our major concern*

Dear Mr Metcalf,

I am writing to apologise for what happened the other evening at "Le Jardin".

I deeply ..... the service you were given at our establishment was not ..... As it seems our waiter Max must have been ..... about your reservation. Although he managed to offer you a spare table, I ..... it was near a draughty door. Apparently he showed a blatant lack ..... towards you as a ..... customer. ...., our waiter was under a lot of stress that evening, although that does not make up for his disrespectful behaviour. Therefore, he has been reprimanded .....

Next week our restaurant will start its Autumn Menu with game and poultry dishes. If you wish we can reserve for you one of our garden-side tables on a Friday night. Since ..... we would like to offer you on that ..... a free bottle of our finest Italian Spumante sparkling wine as a form of compensation for last week's incident.

Once again, I hope you will accept my most ..... apologies for what happened the other evening. I can assure you that it will not happen again. We look ..... seeing you again at "Le Jardin".

Yours sincerely,

Chloe Hawthorne

*Write a phrase to do the following things in an email*

1. You want to address a letter to an important woman named "Sarah Johnson".

.....  
.....

2. You want to start your email warmly

.....  
.....

3. You want to respond to an email you received (in this email the person asked you for information)

.....  
.....

4. You want to state that the main purpose of your letter (the main reason is to request vacation from your job)

.....  
.....

5. You want to introduce a new topic (the topic is "the delivery fee")

.....  
.....

6. You want to end the message politely and say that you want a reply

.....  
.....

7. You want to add your name formally and politely

.....  
.....

**Some more vocabulary & phrases**

Formal	Informal
With reference to your email sent (date), ...	Re your last email
We are writing to inform you that...	Just a short note to let you know...
You will be pleased to hear that...	Good news!
We are able to confirm that...	We can confirm that...
I apologise for...	Sorry for...
We regret to inform you that...	Unfortunately...
I would be grateful if you could...	Please
I would appreciate it if you could...	Can you...
Would you like me to...?	Do you want me to...?
If you wish, I would be happy to...	Shall I...?
I will contact you again.	I'll get back to you.
Please find attached...	I've attached...
Thank you for your help.	Thanks for your help.
Do not hesitate to contact us again if you need any further information.	If there's anything else, just let us know.
We are looking forward to...	Looking forward to...

**Some general formal writing tips & tricks**

- Don't write spoken language
- Always write full forms
  - Don't -> do not
  - I'm -> I am
- Be precise
  - Avoid modifiers and intensifiers (very, like, a lot, some...)
- Avoid using the same word in subsequent phrases. Use synonyms instead.
- Avoid long and complicated sentences.
  - 1 idea fits 1 sentence
- Use linking devices.
  - First(ly), second(ly), third(ly)...
  - Additionally/ in addition, moreover, furthermore...
  - However, in contrast with, contrary to...
- Always include all the parts of the email. Even if you have no attachments for example, you write 'none'.
- Always write dates in full.

- E.g. Don't say 'With reference to your email of last Tuesday'.
- Say 'With reference to your email of Tuesday September 4th (2017)'.
- You can add the year as well, but this is not obliged.
- Be as specific as possible.
  - E.g. Don't say 'Regarding your question that you asked me'.
  - Say 'Regarding your question about the practical use of a new iPhone 7'.
- Don't mix up formal and informal language. Choose one variant and stick to it.
- Answer every question in one follow-up email. Some people want to gather a lot of information out of one email. Make sure you answer to every posed question. It doesn't make a good impression to answer only half an email.
- Introduce yourself in the first paragraph of your email if necessary
  - E.g.: when you're writing to someone you don't have an existing relationship with such as a new customer, government official, new employer.
  - Tell them who you are and why you are writing in the first line of your body paragraph
- Prioritise the most important information and come to the point quickly.
  - Sometimes, you can choose to put essential information in bold.