WRITING AN EMAIL

- Abbreviations in emails
- Levels of formality in English.

1	Decide which of the following are formal [F], informal [I] or can be found in both situations [B].
	Yours faithfully
	Dear Mr Dunne
	Best wishes
	Yours sincerely
	All the best
	Thank you for your enquiry
	Please contact us if you have any further enquiries.
	How are you?
	Take care
	We look forward to hearing from you.
	It's me again!
	Dear Sir or Madam
	Looking forward to the meeting.
	Hi Sam
	See you soon!
	Regards

? Read these emails and answer the questions.

- 1 In email a, what does Bruno ask Colette to do?
- 2 In email b, what information does Colette add?
- 3 In email c, what information does the hotel request?
- 4 In email d, what does Colette offer to do?
- 5 Which emails are more informal and why?
- 6 What do the abbreviations btw, FYI, and asap mean?

a

Colette

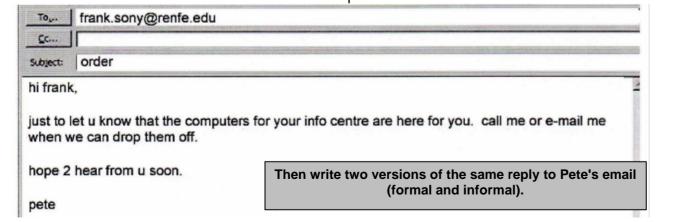
Thanks for booking the meeting with the Du Pont clients. Could you book me a room at the Park Inn Hotel, Geneva for the three nights? The usual – non-smoking, quiet double room!

Thanks

Bruno

btw: Do you know if Claire is going too?

3. Read Pete's message and re-write it using a more formal tone.



b

Dear Sir or Madam



I am writing to enquire if you have a double room, single occupancy, available for three nights, 27th, 28th and 29th March, for Mr Bruno Levy. He requires a non-smoking, quiet room.

I look forward to hearing from you.

Yours faithfully

Colette Montand Personal Assistant

C

Dear Colette Montand



We have a double room for the nights you require. It is a quiet room at the back of the hotel and is on a non-smoking corridor. The price is 300 Swiss francs per night, including breakfast.

The hotel has security-controlled parking for an extra 25 Swiss francs per day.

We will hold the booking for 48 hours but we require your credit card number to confirm it.

Please could you also inform us if Mr Levy requires parking.

Yours sincerely

Carlo Graf

d

Bruno

FYI - I've booked the hotel.

Do you want me to book you a parking space at the hotel too? I need to get back to them asap on this.

Colette