

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 _____

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

To:	frank.sony@renfe.edu
CC:	
Subject:	order

hi frank,

just to let u know that the computers for your info centre are here for you. call me or e-mail me when we can drop them off.

hope 2 hear from u soon.

pete

Then write two versions of the same reply to Pete's email (formal and informal).

2. 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?

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