

Business Email Structure

A. Read the following email and match its parts with the labels below.

- (a) The latest draft specification
- (b) Dear Ms. Jones,
- (c) It was a pleasure to talk with you last week. Your input was extremely helpful.
- (d) I just wanted to send you the latest draft of the specification. (e) You can find it in the attached PDF. (f) Section 6 has been rewritten following your suggestions. Sections 2 and 4 also contain important updates.
- (g) I would appreciate it if you and your team could review the new draft. If possible, could you send me your feedback by next Friday?
- (h) Kind regards,
- (i) George Thomas

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|-----------------------------|-------------------------------|-------------------------------|
| 1. Attachments ..e.... | 4. More information ..f.... | 7. Opening salutation ..b.... |
| 2. Previous contact ..c.... | 5. Subject line ..a.... | 8. Call to action ..g.... |
| 3. Signature ..i.... | 6. Closing salutation ..h.... | 9. Purpose ..d.... |

B. Sort these phrases according to the part of a business email they can be used in.

- a. Thank you for your time.
- b. Good afternoon,
- c. Hi Robert,
- d. Let me know if you have any questions.
- e. Here are the design samples you requested.
- f. I have attached it as a Word document.
- g. Thank you for your inquiry about XYZ, Inc.
- h. It was great to meet you at the trade show today.
- i. I look forward to hearing from you.
- j. However, we would like to ask you several more questions.
- k. Thank you for taking the time to meet with us on Tuesday.
- l. If you could let us know as soon as possible, it would be a great help.

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|---------------------|----------------|-------------------|----------------|
| 1. Greeting | ..b, c..... | 4. Attachments | ..f..... |
| 2. Previous contact | ..g, k, h..... | 5. Call to action | ..d, j..... |
| 3. Purpose | ..e..... | 6. Closing | ..h, i, l..... |