Email 1

I am writing with (1) connection/reference/regarding to our telephone conversation this morning about your order 7895LG. I must (2) regret/apologise/sorry for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) arrive/reach/deliver you within 10 working days. We have taken special (4) care/attention/caution to make sure that the items are exactly as you requested. Once again, please (5) take/have/accept our apologies. If you have any further questions, do not (6) stop/fail/hesitate to contact me again.

Email 1

I am writing with (1) connection/reference/regarding to our telephone conversation this morning about your order 7895LG. I must (2) regret/apologise/sorry for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) arrive/reach/deliver you within 10 working days. We have taken special (4) care/attention/caution to make sure that the items are exactly as you requested. Once again, please (5) take/have/accept our apologies. If you have any further questions, do not (6) stop/fail/hesitate to contact me again.

Email 2

I am writing to you (1) affecting/connecting/concerning the meeting that we (2) combined/appointed/arranged for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (3) cancel/postpone/schedule the meeting until next week? I can make any time Wednesday or Thursday. I apologise for any (4) disadvantage/inconvenience/unfortunate this may cause, and I (5) look forward/wait/anticipate to (6) hear/hearing/know from you.

Email 2

I am writing to you (1) affecting/connecting/concerning the meeting that we (2) combined/appointed/arranged for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (3) cancel/postpone/schedule the meeting until next week? I can make any time Wednesday or Thursday. I apologise for any (4) disadvantage/inconvenience/unfortunate this may cause, and I (5) look forward/wait/anticipate to (6) hear/hearing/know from you.

**2. Construct Emails**

**A) Using the following phrases, Write an e-mail ‘Thank You for the Interview’.**

•Thank you - time and consideration -extended - interview with you yesterday - opportunity - my experience - my future goals - hearing from you - wish to thank – courtesy.

Subject : Deeply appreciate for scheduled Interview

Dear Mr/Mrs,

I would like to express my sincere gratitude for taking the time and scheduled the interview yesterday .I truly appreciate the opportunity to share my skills and experience to connect with this role and organization needs.

I found our discussion very insightful and it gave me a clearer understanding of how I can contribute to the company’s growth

Thank you once again for your time and consideration .i am looking forward to stay in touch.

Best Regards,

Shraddha Kashid

**B) Using the following phrases, Write an e-mail on Acknowledgement of Change in Meeting Date .**

•Pursuant to your request - changed your meeting -(time), - (date)- able to accommodate - (name of individual) - looking forward - meeting - newly appointed date.

Subject : Meeting Reschedule Acknowledgement

Dear Mr/Mrs,

I hope this mail found you well . I am writing this mail to request you Reschedule our upcoming meeting which is originally planned 28 September 2025 to 30 September 2025 meeting is Reschedule based on Acknowledgement Received which included that Because of unexpected work commitment facing conflict . to avoid conflict meeting will Reschedule.

Thank you for understand and support . I am looking forward to your response.

Best Regards,

Shraddha Kashid.

**C) Using the following phrases, Write an e-mail to express an Apology After Cancellation of Order**

•acknowledge receipt - letter (date)- reasons - canceling your purchase - misunderstanding - led cancellation the matter up with management - problem - does not occur - valued customers satisfaction - primary concerns- Please accept our apology.

Subject : update on order cancelling

Dear Mr Patil,

I am Sincerely Apologies for cancelling order .we sincerely having regret to cancel your order and would like to explain why caused this situation.

A miscommunication Happened to our side we immediately connected with management team to avoid future Issues So that future problem will not arrive and help to save our time . Our most priority is valuing to the customer satisfaction and we honestly working on it.

We appreciate your understanding and staying connection with future

Best Regards,

Shraddha Kashid

**D) Using the following phrases, write a letter of Notice of Rejection of Goods.**

• Received goods - our order - dated - hereby reject said goods - reason(s) - Goods not delivered - required time - defective as described - non-conforming to sample or specifications - Notice of acceptance of our order - as required - not received - ordered the goods from other sources - issuing appropriate credits or refunds - provide instruction for return at your expense.

Subject : Due to some concerns Rejection of goods

Dear Patil,

I hope this mail found you well . I am writing this mail to inform you that goods rejection . goods are not delivered in required time some of the received good are defectives and not matching with the specifications. We received this good from another source as we are not discussing about it Due to this concern we returning the goods.

We kindly request you to arrange Refund and resolve this issues smoothly .

Sincerely ,

Shraddha Kashid.

**3. Write a polite first reminder to a company that owes you a lot of money**

(Guidelines to construct email- What is your company’s business? ----------------- • What products/services do you offer? ----------------- • What is the business of the company that owes you money?-------- • Who in their company are you going to write to? Do you know the name? • How much money do they owe?---------------- • Why do they owe you money? ------------------ • What action do you want them to take? ------------- Ideas: settle the full amount? how? give an explanation. are you going to give a deadline?)

Subject : Reminder for urgent payment

Dear Patil,

I hope this message founds you well. I am writing on behalf of Janvi software solutions pvt ltd services to Rajshri software solutions we provided you android software and according to our recorder amount is Rs.45000 and payment is not completed due date was 24 September 2025 and still payment is not done.

We kindly request you Please settle the full payment as soon as possible on the date of 28 September 2025

Thank you for your attention this matter

Best Regards,

Shraddha Kashid.

4**. An email to a colleague giving some news about a project. Ideas: progress of the project; problems and possible solutions; any budget or staffing issues; likely outcome.**

Subject : updating about new idea for project

Dear Patil,

I hope this message founds you well. I want to inform you some update about our project. significantly progress had been made but we encounter some technical difficulties that delaying project work.

So, in terms of budget we facing problem there may be need to allocate additional funds if we decide to bring in one more team members for testing the software which delaying for testing so we need to purchase some more software so that our project will get complete on time.

Looking forward for your Response,

Best Regards ,

Shraddha Kashid.

**5. An email to a colleague giving some news about a meeting. Ideas: the date has been changed; the agenda has been changed; there is some important new information**

(Work with the partner. Check each other’s grammar, spelling, punctuation and style. Is everything clear, well-structured, and easy to understand?)

Subject : updating about new idea for project

Hello Team,

I hope this message founds you well. I want to inform you some update about our project. significantly progress had been made but we encounter some technical difficulties that delaying project work.

Hence we need to take action on it. So everyone will join the session and we will discuss the meeting on new idea for early complete the project . I would like to infom you that, meeting has been scheduled on 1 October 2025 at 11.00 Am.

Thank you for your consideration

Best Regards,

Shraddha Kashid.

**6.** Use this quiz to learn some useful language for writing more formal emails.

* Read the formal email written in reply to an advertisement for internships.
* Complete the email by adding ONE word in each of the spaces.
* You can check each word you add by clicking anywhere. And you can retry if your word is not correct.

Fill in the missing words.

Dear (name)  
I am writing with   to your advertisement on Indeed.com. I would like to   about the possibility of doing an internship at your firm.   
I feel that the experience I  from my last internship will be very helpful for this position, as I hope you will see on the CV I have  . I would be pleased to answer any questions you may have. Could you please   that I have provided enough references?   
Regarding the open day mentioned in the advertisement, I am   I have an important exam on that day. I would appreciate it if you could   me know if any other similar events are planned.   
I look forward to hearing from you at your earliest  .   
Yours     
James Lingard

Q.1

Subject : Change in project submission date.

Dear Patil,

I am writing this mail to inform you that their change in project submission. We have received recent update on there is change in User Interface and Database so we need to include this requirement in project Because it is mandatory.

We need to extra time to complete this requirement . our team started working on this requirement so we are expecting The date of project submission is 2 October 2025.

Thank you for Your corporation I am Looking forward to your Response.

Best Regards,

Shraddha Kashid.

Q.2 write email to client as project manager informing them about delay cause by the change however make sure that it doesn’t the client bad line.

Subject : Update on Project Timeline

Dear Ram,

I hope this message finds you well. I would like to provide you an update regarding the project progress. Recently, a change was introduced to the UI requirements, and our team has been working on it . because of this we want some extra time to complete this work . our team is fully committed to delivering the best results without compromising on quality.

Thank you for your continued support and understanding. We truly value our collaboration.

Best regards,

Shraddha kashid.

Subject : Update on CG Training

Dear Suzzane,

I am writing this mail to inform you about CG training . My CG training actually conducting on IMS . It started on 18 September 2025 at Qspider’s Banglore and login time is 9.00 Am and logout time is 7.00 pm

In this training I am learning so many new things and expertizing myself. Recently my Fundamental Assessment completed and Network Administration module is started. All this things are new for me but I am practising and Continuesly focusing on my learning. I believe this training is Shapping my future and I am also giving my best in this training . all the trainer’s teaching us very well. I will complete my training on 12 November 2025 .

Thank you for support .

Best Regards ,

Shraddha Kashid.