

SESSION 3

WRITING TEST A2 – TASK 2

WRITING AN EMAIL (50-60 words)

A. How to write a formal email and an informal email?

1. Useful language for writing emails

	Formal emails	Informal emails
Greetings	Dear Sir/madam, Dear Sir or Madam, To whom it may concern: Dear Mr./Mrs. Jones, Dear Dr. Smith,	Hi Dennis, Hello Claire, Dear Mum,
Body	<div> REASON FOR WRITING/REPLYING <ul style="list-style-type: none"> I am writing to make a reservation/to apply for the position of.../to confirm my booking/ to ask for further information about... I am writing with regard to the sale of.../to the complaint you made on 29th February Thank you for your email of 29th February regarding the sale of.../concerning the conference in Brussels/ With reference to our telephone conversation on Friday, I would like to let you know that... </div> <div> MAKING A REQUEST/ASKING FOR INFORMATION <ul style="list-style-type: none"> Could you please let me know if you can attend ... / if you are available for a meeting on 12th December? I would appreciate it if you could please send me a brochure/ if you could please reply within two days. Could you possibly arrange a meeting with the Logistics Manager? I would also like to know if there are any swimming pools in your area. Please let me know how much the tickets cost. </div> <div> OFFERING HELP / GIVING INFORMATION </div>	
	<div> <ul style="list-style-type: none"> Just a quick note to invite you to.../to tell you that... This is to invite you to join us for... Thanks for your email, it was wonderful/great to hear from you. I wanted to let you know that/tell you about/ask you if... </div> <div> <ul style="list-style-type: none"> I was wondering if you could come and see me sometime next week. Would you mind coming early to help me clear up the place? Do you think you could call Jerry for me? Can you call me/ get back to me asap? (as soon as possible) </div>	

<ul style="list-style-type: none">• We are happy to let you know that your article has been selected for publication.• I am glad to inform you that we will be holding our annual conference in Brussels on 20 September 2014.• We regret to inform you that the show has been cancelled due to bad weather conditions.• We are willing to arrange another meeting with the CEO.• We would be glad to send you another statement if necessary.• Please do let me know if I can be of further assistance.• Should you need any further information/assistance, please do not hesitate to contact us.	<ul style="list-style-type: none">• I'm sorry, but I can't make it tomorrow. (= I can't come tomorrow.)• I'm happy to tell you that John and I are getting married next month.• Would you like me to come early and help you clear up the place?• How about I come and help you out?• Do you need a hand with moving the furniture?
COMPLAINING	
<ul style="list-style-type: none">• I am writing to express my dissatisfaction with... / to complain about...• I regret to say that I was not completely satisfied with the room you provided us.• We regret to inform you that your payment is considerably overdue.• I would like to receive a full refund and compensation for the damages.• I am interested to hear how your company can compensate us for the distress we suffered.	<ul style="list-style-type: none">• I'm sorry to say that you're late with the payments.• I hope you won't mind me saying that the place you'd recommended to us wasn't as nice as we'd expected.
APOLOGIZING	
<ul style="list-style-type: none">• We would like to apologize for any inconvenience caused.• Please accept our apologies for the delay.• Please let us know what we can do to compensate you for the damages caused.• We will make sure that this will not happen again in the future.• I am afraid I will not be able to attend the conference.	<ul style="list-style-type: none">• I'm sorry for the trouble I caused.• I apologize for the delay.• I promise it won't happen again• I'm sorry, but I can't make it to the meeting.

	ATTACHING FILES <ul style="list-style-type: none"> • I am attaching my CV for your consideration. • I am sending you the brochure as an attachment. • Please see the statement attached. • Please find attached the file you requested. • I am afraid I cannot open the file you have sent me. • Could you send it again in ... format? 	<ul style="list-style-type: none"> • I'm attaching/sending you the holiday photos. • Sorry, but I can't open it. Can you send it again in ... format?
Closing	ENDING <ul style="list-style-type: none"> • I look forward to hearing from you. • I look forward to hearing when you are planning to visit our town. 	<ul style="list-style-type: none"> • Hope to hear from you soon. • I'm looking forward to seeing you.
	CLOSING <ul style="list-style-type: none"> • Yours faithfully, (when you start with Dear Sir/ Madam,) • Yours sincerely, (when you start with the name e.g. Dear Ms Collins) • Sincerely Yours, (AmE) • Sincerely, (AmE) • Yours Truly, (AmE) 	<ul style="list-style-type: none"> • Love, • Thanks, • Take care, • Yours, • Best regards, (semi-formal, also BR)

2. Sample

2.1. Informal email

From: Maria (maria@terra.es)
 To: Alice (alice@hotmail.com)
 Subject: My family

Hi Alice,

How are you? I hope you're well. Thanks for your last e-mail. This time I'm writing to tell you about my family.

My mother's name is Amparo and my father's name is Juan. My mother is 45 years old and my father is 55. My mother is a doctor and my father is a dancer. I love them both very much.

I have a horrible little brother and no sisters. His name is Fernando. He goes to the same school as me. He is 8 years old. He loves playing football, video games and annoying me! I like playing basketball and going out with my friends. I don't like school because my teacher is always angry.

We have one dog called Bobbi. He is always happy.
Well, that's all for now. I hope to hear from you soon.
Love,
Maria

2.2. Formal email

Read the advertisement below which you saw in an international magazine and some notes you have made.

Can I do a three-weeks course?	<p>Central School of English</p> <p>Come and study English at our school!</p> <ul style="list-style-type: none"> • Two-week course for all levels • Highly qualified, experienced teachers
How much exactly?	<ul style="list-style-type: none"> • Reasonable prices • Accommodation with host families • Extensive social program <p>For further information contact Jane Black: j.black@central-school.co.uk</p>

With other students or on my own

More details?

To: j.black@central-school.co.uk
Subject: English courses

Dear Mrs. Black,

I am writing in response to the advertisement I saw for your English school in 'World teens Today' magazine. I am interested in doing one of your courses and I would be grateful if you could provide some further information.

Firstly, it says in the advertisement that the courses are two weeks long. Would it be possible to do a three-week course? I would also like to know how much your courses cost exactly.

Secondly, your advert mentions accommodation with host families. Could you tell me if I would be staying on my own with the host family or if there would be other students staying there as well?

Finally, I have a question about the social program. Would you mind sending me more details about this? I am very keen on sport and I would like to know if there are any sports activities included in the social program.

I look forward to hearing from you.

Your sincerely,
Lili Song

B. Practice**Exercise 1:**

Imagine you are Mai. Write an email (50 words) to your friend Jackson about one of your birthday presents that you like most. You should include in your email:

- what the present is.
- who gave it to you.
- why you like it.

Exercise 2:

You have spent the weekend staying with your English friend, Tony. Write a thank-you email (50 words) to him. In your email, you should:

- thank him for the weekend.
- say what you enjoy most about the weekend.
- invite him to come to your house next weekend

Exercise 3:

You recently went on a trip with a friend and you both took some photographs. Write an email (50 words) to him/her. In your email, you should:

- ask her/him to send you one of the photographs
- explain why you need that particular photograph.
- tell her/him what happened to your copy of it.

Exercise 4:

A TV company came to your school yesterday to make a film. Write an email (50 words) to your friend, Peter. In your email, you should:

- explain why the TV company chose your school.
- tell her who or what they filmed
- say when the program will be shown on television

Exercise 5:

You arranged to meet your friend Sally next Tuesday, but you have to change the time. Write an email (50 words) to her. In your email, you should:

- suggest a new time to meet on Tuesday
- explain why you need to change the time.
- remind Sally where you arranged to meet.