# 4 Match the vocabulary used in formal emails (1–10) with the less formal vocabulary below.

				1 10 1		1 1		
	to answer • to • to put off • t		-			d • ok		
1	convenient	=	OK		6	to contact	101	
2	assistance	-			7	to postpone	=	
3	to inform	=			8	to arrange	=	 
4	to reply	=			9	to enquire	=	
5	to regret	=			10	to require	-	

# 5 Now complete the emails below with words from above. Be careful of the register!

ш		
1	Dear Mr Bass	
	I am writing to about your range of less exclusive products.	
-	Our company has diversified recently and, in addition to the professional equipment we have previously	
	purchased, we now2 products for the hobby golfer.	
	Could we a meeting to see one of your sales reps who can 4 us	
	about your products? The week of 19 August would be for us.	
	As I will be out of the office from 2 to 6 August, please6 my assistant, Sylvie Jouet,	
	directly.	
ı	Best regards	A
	Simon Pilgrim	A
		11.
mi		
2	Hi Sylvie	
	Just a quick note to say we are very	
	I'm afraid we'll have to8 the delivery date for 10 days because of the truck drivers' strike.	
l	When exactly do you the goods? If it's very urgent I'll 10 the manager	
l	of the forwarders whether we can11 a special delivery somehow.	
l	I'll 12 asap, but please let me know the latest date for the goods.	
	rilasap, but please let me know the latest date for the goods.	
	Despite this, have a nice day!	A
	Rgds	W
	lean	

#### Colloquial phrases and contractions

#### Colloquial phrases

When English native speakers write to each other as close business acquaintances they often use colloquial phrases like *the low-down*, *to chase something up* (AmE *down*), or *cheers* (BrE for *thanks*). Be careful when using colloquial phrases as they can make your English sound too familiar when used in the wrong context.

#### Contractions

Emails often reflect spoken English and tend to use contractions instead of the full form, e.g. here's (here is), haven't (have not), or I'll (I will).

Watch out: don't leave out the apostrophe when using contractions as the meaning could be changed.

it's = it is its = possessive I'll = I will ill = sick

#### 2 Find the matching pairs.

### colloquial language

- 1 to check sth out
- 2 to touch base with sb
- 3 to send sth by snail mail
- 4 to mail\* sb
- 5 to give sb the low-down
- 6 to chase sth up (AmE: down)
- 7 to be out of the loop
- 8 to put sth on hold

#### standard language

to send sb an email

to give sb information

to send sth by post

to try to find or get sth (that is missing)

题回

to look at sth in detail

to get in contact with sb

to postpone sth (or put sth off)

to be out of touch or not have heard sth

## Now rewrite this email using standard language to replace the colloquial phrases.

Hello Sally

Thanks for getting in touch and giving me the low-down on the March sales meeting. By the way, I called Barbara's office and tried to chase up the January figures but she's been on holiday – so no success there! Perhaps you could touch base with Gary and ask him to mail me the info directly. I hope he can – I'd hate to have to put the meeting on hold.

Oh, one last thing: can you send me a few of the new brochures? No hurry – snail mail will do!

Ciac

Jon

3011

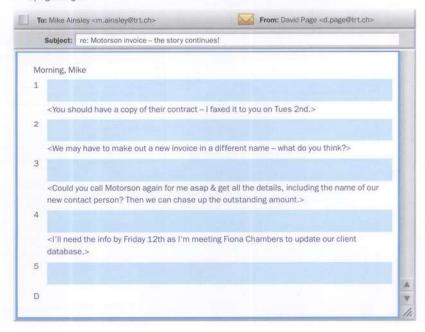
<sup>\*</sup> Watch out when mall is used as a verb; in AmE to mall also means sending something by the traditional postal service (i.e. by spall mail))

#### 3 A virus has knocked out all the apostrophes in these sentences. Put them back in.

- 1 The employees were asked to comment on a no-smoking policy. Well report the results in our next online bulletin.
- 2 Were happy the negotiations ended positively for both parties.
- 3 Lets introduce Internet access for all of our employees. Theyve been using it for years anyway.
- 4 The production plants just had its yearly safety examination and no problems have been
- 5 If you havent received the report, let me know & Ill send it on.
- 6 Heres the survey. Remember, well have to scrap the product if its not popular.

#### 4 David has replied to Mike's email in exercise 1 by 'quoting' from the original message. Complete David's email with items a-e.

- a No problem. According to their message, they're back on the 9th. I'll get back to you with the info
- b Thanks for yr email. I've written my answers in below.
- I agree. Let's discuss it with the new contact person though.
- d Yes, I got it. Thanks.
- e I've tried to call but the answerphone picks up. Apparently they're all on holiday! ;-) I'll keep trying though.



## 5 Put the following phrases in the correct category, informing or replying.

Just a note to say/tell you ... • In reply to your email ... • Here are the details on ... • I'm writing to clarify ... • I'll get back to you asap ... • Thank you for clarifying ... • I'll follow up the points mentioned in your email ... • I'd like to inform you of ... • Just a few comments about/on ... • Just to update you on ... • Let me fill you in on ... • Thanks for your email. • You'll find the info attached ...

Informing	Replying
Just a note to say/tell you	In reply to your email
	2 2

6 Use (parts of) the phrases in exercise 5 to complete these short emails. More than one answer may be possible.

