

1 czerwca 2016
11:37

B There is one mistake in each of these sentences. Correct it.

- 1 Here's the report – hope you like ~~it~~ ^{it}.
- 2 Attached are the two questionnaires – please return them me by 24 September.
- 3 I sending the report as an attachment.
- 4 I'm sorry you couldn't open the document – I have attach it again.
- 5 Hope you'll be capable to open the document this time!
- 6 Please check the attached document careful and let me know if you have any questions.
- 7 I be grateful if you could complete the attached form and return it asap.
- 8 Sorry, I forgot send the attachment!
- 9 I attach my report like promised.
- 10 Here's a copy of Leslie's report – what you think?
- 11 Thanks for sending me the report – I let you know what I think.
- 12 I'm returning your original document with my comments inserted with red.

C Complete the emails by writing *one* word in each gap. There may be several possible answers.

Email 1

Please ⁽¹⁾..... attached my report. ⁽²⁾..... it's not too late. ⁽³⁾..... me know if you have any questions.

Email 2

I'm ⁽¹⁾..... various forms for you to complete. Please pay special ⁽²⁾..... to the expenses claim form. I need them back ⁽³⁾..... 16 February at the latest.

Email 3

⁽¹⁾..... agreed, I'm sending the pre-meeting notes. Let me know if there's anything ⁽²⁾..... we can do from this ⁽³⁾..... before we meet.

Email 4

Sorry, I ⁽¹⁾..... to send the attachment! ⁽²⁾..... it is. Please get ⁽³⁾..... to me if you can't open it.

Email 5

I ⁽¹⁾..... be grateful if you ⁽²⁾..... complete the attached form and return it asap. Please ⁽³⁾..... that I have changed my email address.

16 Common mistakes

A Correct the mistake in each sentence.

- 1 ~~I am write~~ with regard to your recent email. I am writing.
- 2 Please send me your comments until Friday at the latest.
- 3 I will be grateful if you could send me more information.
- 4 Please find attach my report, as promised in Friday's meeting.
- 5 I hope we can to meet up soon.
- 6 I look forward to receiving this information so soon as possible.
- 7 I'm sorry I haven't written for ages, but I been really busy.
- 8 It will be more better for me if we meet on Tuesday rather than Monday.
- 9 Can we meet at 8 Feb at 14.30 instead?
- 10 Sorry, I don't can help you on this matter.
- 11 If you require any further informations, please do not hesitate to contact me.
- 12 I look forward to meet you next week.
- 13 I am really appreciate your kindness during my stay in London.
- 14 At the meeting we will discuss the follow points.
- 15 I'm afraid but we haven't received your payment yet.

B Each phrase below has one word missing. Add the missing word.

- 1 With reference ^{to} your email sent 6 June, ...
- 2 Thank you sending me the catalogue I requested.
- 3 We are writing to inform that ...
- 4 We are able confirm that ...
- 5 I apologise the delay.
- 6 I would appreciate if you could ...
- 7 Please get back me if there's anything else.
- 8 What time would convenient for you?
- 9 If you like any more details, just let me know.
- 10 Anyway, that's enough, I think I stop writing now.
- 11 It was good to meet you the conference in Paris.
- 12 I look forward to hearing you soon.
- 13 I've attached a copy the latest sales figures.
- 14 Thank you for the invitation visit your company.
- 15 With reference your enquiry, I've attached all the information you need.

1 Formal or informal?

- A** First, read the information about writing emails then match the informal phrases (1–15) with the neutral/formal phrases (a–o).

Three different writing styles are often identified, although in real life the differences are not so clear:

- Formal** This is the style of an old-fashioned letter. Ideas are presented politely and carefully, and there is much use of fixed expressions and long words. The language is impersonal. Grammar and punctuation are important. This style is not common in emails, but you can find it if the subject matter is serious (for example a complaint).
- Neutral/Standard** This is the most common style in professional/work emails. The writer and reader are both busy, so the language is simple, clear and direct. Sentences are short and there is use of contractions (*I've* for *I have* etc.). The language is more personal. However, the style is not similar to speech – it is too direct.
- Informal** This is the most common style for emails between friends. Sometimes the email can be very short or it could include personal news, funny comments etc. This is the style that is closest to speech, so there are everyday words and conversational expressions. The reader will also be more tolerant of bad grammar etc.

- | Informal | Neutral/Formal |
|---|---|
| 1 What do you need? ... <i>d'</i> | a) With regard to ... (or With reference to) |
| 2 Thanks for the email of 12 Feb. | b) I can assure you that ... |
| 3 Sorry, I can't make it. | c) We note from our records that you have not ... |
| 4 I'm sorry to tell you that | d) Please let us know your requirements. |
| 5 I promise | e) I was wondering if you could ... |
| 6 Could you ...? | f) We would like to remind you that ... |
| 7 You haven't | g) I look forward to meeting you next week. |
| 8 Don't forget | h) Thank you for your email received 12 February. |
| 9 I need to | i) I am afraid I will not be able to attend. |
| 10 Shall I ...? | j) Would you like me to ...? |
| 11 But ... / Also ... / So | k) I would be grateful if you could ... |
| 12 Please could you | l) Please accept our apologies for ... |
| 13 I'm sorry for | m) It is necessary for me to ... |
| 14 Re | n) We regret to advise you that ... |
| 15 See you next week. | o) However ... / In addition ... / Therefore ... |

Note: with business emails you can mix styles to some extent, but don't mix styles at the two extremes. If in doubt, follow the style of the other person.

Email 2

Dear Mr Witkiewicz

Thank you for your email of 2 August inquiring about a possible order for our products ref nos. TG67 and K800. I will go through your questions in order.

- 1 In ⁽¹³⁾ r..... to discounts, we would be happy to let you have a discount of 5% on an order of this size.
 - 2 With ⁽¹⁴⁾ r..... to your request for credit, unfortunately, we are not able to offer 60 days credit to ⁽¹⁵⁾ fi..... - t..... customers. However, I am sure we can find an acceptable ⁽¹⁶⁾ com..... In view of your reputation in the market, our credit ⁽¹⁷⁾ co..... department will agree on 30 days, with no pre-payment necessary. Our normal ⁽¹⁸⁾ pro..... is to check all bank guarantees, so we will be requiring ⁽¹⁹⁾ fu..... details if you decide to go ahead with your order.
 - 3 Your final question is about delivery times. We can supply the items you require directly from ⁽²⁰⁾ st....., and the goods will leave our warehouse within 3 working days of a firm order. Please also note that we have recently improved the functionality of our website, and it is now possible to ⁽²¹⁾ pl..... an order on-line. Alternatively, you can print out the attached order form. Just ⁽²²⁾ f..... it in and return it to us by mail.
- I have arranged for a member of our customer services ⁽²³⁾ t..... to give you a call later in the week. They will be able to ⁽²⁴⁾ d..... with any further points.
- Thank you for your interest in our products.
- Sylvia Newman

C Underline the correct prepositions in each sentence.

- 1 Thank you *for/about* your interest in our products.
- 2 We are interested *in/to* purchasing 5,000 units.
- 3 Do you give discounts *to/on* an order of this size?
- 4 We will be happy to deal *to/with* any further questions.
- 5 Is it possible to buy the goods *on/with* credit?
- 6 We need these items *until/by* the end of October at the latest.
- 7 We need to reach agreement *on/for* this matter as soon as possible.
- 8 We have 20 items *on/in* order from you.
- 9 Thank you for your email about a possible order *by/for* our products.
- 10 In relation *with/to* discounts, our terms are 5% for an order over €10,000.
- 11 We offer a discount *off/by* 5%.
- 12 With regard to your request *for/of* 60 days credit, unfortunately we are not able to do this.
- 13 There are one or two things to clarify before going *ahead/in front* with an order.
- 14 Our company has been *on/in* the market for over forty years.
- 15 This product has been *on/in* the market for over a year.
- 16 We are prepared to compromise *at/over* the question of transport costs.
- 17 We can supply the items you require directly *off/from* stock.
- 18 The goods will leave our warehouse *within/until* 3 working days of a firm order.