

Formal	Informal
Dear Mrs.Holmes, I am writing to complain about ... I look forward to your reply. Yours sincerely, To receive To inform To assist To contact	Hi Sherlock, Just a quick note to let you know ... Hope to hear from you soon. All the best, To get To tell To help To get in touch See ya, ☺ (emoji)

Use the suitable phrases from the table above to fill in the blanks:

EMAIL 1:

(1) _____,
How's it going? Just a quick note to let you know I've got back to Vietnam. Safe and sound! Thanks for letting me stay with you.
Hope to hear from you soon.
(2) _____,
Longan.

Choose the style of *EMAIL 1* by clicking on the word:

FORMAL

INFORMAL

Choose the style of *EMAIL 2* by clicking on the word:

FORMAL

INFORMAL

EMAIL 2:

Dear Mrs.Liu,
I am writing to complain about my air conditioner you installed last week. I turn it on but there is no cool air coming out.
(3) _____.
(4) _____,
Johnny Holmes.

EMAIL 3:

Hey Sam,
Can you (5) _____ me about the plan for Trang's party asap?
(6) _____,
Liam.

Choose the style of *EMAIL 3* by clicking on the word:

FORMAL

INFORMAL

Choose the style of *EMAIL 4* by clicking on the word:

FORMAL

INFORMAL

EMAIL 4:

(7) _____,
I am sorry to hear about your problem with the air conditioner we installed last week.
Can you kindly provide us with some more information about the product and how our technician can (8) _____ you?
We are very sorry for the inconvenience.
(9) _____,
Lucy Liu.