Email language - Formal vs. Informal

Email language can be formal or informal depending on who you are writing to.
Complete the following tables with phrases from the emails below.

Email 1

SUBJECT: New office

Hi John,

How are things? Hope you're settling in your new office.

Just to let you know that the laptop we ordered for you is on its way. I'm going to be away for a few days, so get in touch with Mike if you need anything else.

Btw, I had a look at your ideas for the new project and they seem pretty interesting. We'll talk about them when I get back.

See you on Monday.

Rgds,

Phillip

Email 2

SUBJECT: Loan application

Dear Mr Johnson,

Following our phone conversation on Monday, I am delighted to inform you that your application for a business loan has been approved. Please find attached the credit agreement. Would you please visit our bank tomorrow so that we can sign the paperwork? I would like to remind you to bring with you all relevant company documents.

Kind Regards,

Duncan Smith

Accounts manager

Reale Bank

Formal - common phrases	**Informal - common phrases**
I am writing to inform you that ...	
	Good news:
	I've attached ... /I'm attaching .../Here is the ...
	Don't forget to ...
	Can you ...?
I look forward to seeing you on ...	
Dear John	
How are you?	
	Just to follow up from our chat on ...,

LIVEWORKSHEETS

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Formal - full forms	**Informal - abbreviations**
Kind regards	
By the way	

Formal - verbs / phrases	**Informal - verbs / phrases**
... is arriving	
require	
rather interesting	
discuss	
return	
	drop by

LIVEWORKSHEETS

Phrasal verbs v. formal language

Phrasal verbs are often used in informal emails as well as spoken English.

Look at the informal sentences and match the underlined phrasal verbs to their formal synonyms below.

1. It looks like we really need to do up the office.	
2. Shelley is off at the end of the month.	
3. Don't worry. I'll back you up during the meeting.	
4. Good news. It looks like our application finally went through.	
5. If sales keep dropping, we are very likely to go under.	
6. I haven't got around to contacting the client yet. I'll do it first thing tomorrow.	
7. I tried to call him several times but I couldn't get through.	
8. I'm afraid I have to call off tomorrow's meeting.	

a. cancel

b. found the time to

c. go bankrupt

d. is taking leave

e. make contact

f. renovate

g. support

h. was formally approved

LIVEWORKSHEETS