

## NEXT

# GREETINGS AND REGISTER

### A) Exercise 1: Choose the Appropriate Greeting

**Instructions:** Below are various situations. Choose the most appropriate greeting for each one based on the context.

1. Situation: You are writing to a new client for the first time.
  - ☐ A) Hi Sarah,
  - ☐ B) Dear Ms. Smith,
  - ☐ C) Hey Sarah,
2. Situation: You are emailing a colleague you work with regularly about a project update.
  - ☐ A) Dear Sir/Madam,
  - ☐ B) Hello,
  - ☐ C) Hi John,
3. Situation: You need to write to a general customer service team to request help.
  - ☐ A) Hi Mark,
  - ☐ B) Dear Sir/Madam,
  - ☐ C) Hey Team,

### B) Exercise 2: Rewrite the Greeting

**Instructions:** The following greetings are either too informal or too formal for the given situation. Rewrite them using an appropriate level of formality.

1. Original greeting: "Hey Team,"  
Situation: You are writing to the leadership team about an upcoming meeting.  
Rewritten greeting:
2. Original greeting: "Dear Mr. Clark,"  
Situation: You are writing to a colleague that you work with daily.  
Rewritten greeting

3. Original greeting: "Hi Sarah,"

Situation: You are writing to a potential client you haven't met before.

Rewritten greeting:

### C) Exercise 3: Matching Greetings with Scenarios

**Instructions:** Below are several greetings. Match each one with the correct scenario from the list.

**Greetings:**

- |                            |   |
|----------------------------|---|
| 1. Dear Hiring Manager,    | A) You are writing to a professor about research results          |
| 2. Hi Alex,                | B) You are writing to a colleague you have worked with for years. |
| 3. Hello Customer Support, | C) You are contacting customer support to resolve an issue.       |
| 4. Dear Dr. Lee,           | D) You are applying for a job.                                    |
| 5. Hey Team,               | E) You are sending an informal email to your small work team.     |

### D) Exercise 4: Create Your Own Greeting

**Instructions:** Write an appropriate greeting for the following email subjects. Be sure to consider the context (formal, semi-formal, or informal).

- Subject:** "Requesting information about your services"
  - Greeting:** \_\_\_\_\_
- Subject:** "Project update: Q4 goals"
  - Greeting:** \_\_\_\_\_
- Subject:** "Follow-up on our meeting last week"
  - Greeting:** \_\_\_\_\_

### **E) Exercise 5: Greeting and Body Connection**

**Instructions:** Below are email bodies without greetings. Add a greeting that fits the formality of each email.

1.

I would like to schedule a meeting to discuss your application further. Could you let me know your availability next week?

**Greeting:** \_\_\_\_\_

2.

Just a quick reminder that we have a team meeting tomorrow at 10:00 AM in the main conference room. See you there!

**Greeting:** \_\_\_\_\_