

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).

1. **Subject:** "Requesting information about your services"

○ **Greeting:** _____

2. **Subject:** "Project update: Q4 goals"

○ **Greeting:** _____

3. **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: _____