

A. Read the two emails and the statements. Write A for email A, B for email B or AB for both. When it is possible, underline parts of the emails to justify your answers.

New message **A**

Hi Peter,

Guess what happened to me today! My mum was driving me to school when suddenly another car hit us. The good news is that no one got hurt. We waited until the police came and then my mum took me to school. The worst thing wasn't the accident! You remember that today I had an important maths test, right? Well, when I got to the classroom, my maths teacher

didn't let me take the test because I was late - only five minutes! Can you believe it? It's so unfair! I complained, but nothing. He said: 'Rules are rules!' But I just want to take the test! Anyway, I'm going to write to the head teacher. Maybe he can help me. Waiting for your email!

Yours,
Robert

New message **B**

Dear Mr Clark,

I am writing to inform you about something that happened at school today. I had a maths test during the first period and Mr Williams did not allow me to take it because I was five minutes late. There was a very serious reason I arrived late today. My mother and I had a car accident while she was driving me to school. I tried to explain this to Mr Williams; however, he did not want to listen. I believe it is unfair because I am never late to school. Could you please talk to Mr Williams? I would like to take the maths test on my own. I look forward to your reply.

Yours sincerely,
Robert Miller

1. This email is for a friend of the writer's. ☐
2. In this email, the writer describes what happened to him. ☐
3. In this email, the writer is asking the other person to help him. ☐
4. The writer uses formal phrases to begin and end this email. ☐
5. In this email, the writer uses short forms. ☐
6. In this email, the writer mentions that he is not happy with what happened. ☐

B. Look at the two emails again. Which one is formal and which one is informal? What are their main differences?

C. Match the informal phrases 1-6 below with their more formal equivalents a-f.

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| 1. I want to... ☐ | 4. Guess what happened... ☐ | a. I am writing to inform you... ☐ | d. I believe it is unfair. ☐ |
| 2. Hi... ☐ | 5. Yours, ☐ | b. Yours sincerely, ☐ | e. I would like to... ☐ |
| 3. Waiting for your email! ☐ | 6. It's so unfair! ☐ | c. I look forward to your reply. ☐ | f. Dear... ☐ |