

We write formal emails to complain, to ask for information, to book a table, to apply for a job, ...
We address our email to a manager, an editor, a professor, ...

Book. Page 66. Exercise 1.

Read the email A. Is it formal or informal ? ...

Read the email B. Finish the sentences or structures which are useful for formal sentences :

1. Dear ...
2. I am writing
3. I would be grateful
4. I appreciate ...
5. I look forward ...
6. Yours ...

+ Tip

Contractions are **not** allowed

Right : He does not, I am

Wrong : He doesn't, I'm,...

Book. Page 66. Text analysis. Question 5

Dear ... Yours

Book. Page 66. Text analysis. Question 6

1. Inform of happened
2. details
3. Ask for action and express thanks

+ Tip

Informal language is **not** allowed.

Right : I would appreciate,

I am grateful for, I am looking forward to ...

Wrong : Thanks, I hope to,...

Book. Page 66. Text analysis. Question 7

...

Book. Page 66. Text analysis. Question 8

- A I ...
B ...
C ...
D ...

+ Tip

Use connectors :

Apart from the aforementioned,...

Because of that,...

Nevertheless,...

As a result,...

Unfortunately,...

Book. Page 67. Exercise 3. Write the correct option

1. ...
2. ...
3. ...
4. ...
5. ...

Notes:

USEFUL PHRASES

Opening	I am writing in order to let you know that ... I am writing to you regarding an article that was published last... I am writing to make a reservation for... I am writing so as to ask for further information about...
Requests	Could you please let me know if...? Could you possibly arrange a meeting with...?
Complaints	I am writing to express my dissatisfaction with... I am writing to complain about... I regret to say that I was not completely satisfied with ... I would like to receive a refund and compensation for the damages
Apologies	I would like to apologize for... Please accept our apologies for... Please let us know what we can do to compensate you for... We will make sure this will not happen again in the future
Attachments	I am attaching my CV for your consideration I am sending you the documents as an attachment Please see the documents attached
Thanking	I would really appreciate... I would be grateful if... Thank you for your time.
Closing	I look forward to hearing from you

PHRASAL VERBS for FORMAL EMAILS

Carry out = do
Consist of

Come about = happen
Point out = feature