

## 1 Reading

Fill in the subject lines of the emails with the following email topics:

job application	product enquiry	product complaint
RE: complaint	RE: meeting	RE: product enquiry

Email 1 SUBJECT: \_\_\_\_\_

Dear Sir or Madam,  
With reference to your job advertisement, I wish to apply for the English teacher position at your language school. I have attached my cover letter and CV for your consideration.  
Regards,  
Emily Brown

Email 2 SUBJECT: \_\_\_\_\_

Hi John,  
I'm sorry but I can't make it on Friday. Can we put the meeting off to the following week?  
Regards,  
Adam

Email 3 SUBJECT: \_\_\_\_\_

Dear Jim,  
I am very sorry to hear about your delivery problems. We have had a problem with one of our suppliers whom we hope to change in the next month. I assure you that this will not happen again.  
We will send you replacement parts immediately.  
If I can be of any further assistance please do not hesitate to contact me.  
Kind Regards,  
Sally Jones  
Customer Care

Email 4 SUBJECT: \_\_\_\_\_

Dear Mr. Smith,  
We received your delivery this morning and noticed that some of the goods were damaged. Since this is not the first time that this has happened, my boss is considering changing supplier.  
I look forward to your reply.  
Regards,  
Maria Fernandez

Email 5 SUBJECT: \_\_\_\_\_

Hello,  
I found your advertisement in a recent edition of The Engineer. I would be grateful if you could send me some information about your company's product range.  
Thanks in advance.  
Joseph Ferrara

Email 6 SUBJECT: \_\_\_\_\_

Dear Mr. Ferrara,  
Thank you for your interest in our product range. Please find attached the information you requested.  
If you require any further information, please do not hesitate to contact me.  
Best Regards,  
Duncan Smith  
Sales Manager

## 2 Language style

The emails contain a mix of formal, neutral, and informal language. Complete the table below:

NEUTRAL/INFORMAL EMAIL LANGUAGE	FORMAL LANGUAGE
	Dear Sir or Madam,
About your job ad,	
	Unfortunately, I will not be able to attend our meeting on Friday.
We got your ... this morning.	Could we postpone the meeting to ...?
my boss is thinking about ...	
Hope to hear from you soon.	
Please send me ...	
Thanks for asking about ...	Do not hesitate to contact me next time ...
I promise this won't happen again.	
I'm attaching the info you need	
If you need more info, get in touch.	
If you need more help, get in touch.	
I see you haven't paid our last invoice.	
	Thank you for all your assistance.

Study the email extracts below. Identify the style used in each extract and rewrite the sentences changing the language to formal or informal/neutral as appropriate.

1. I'd like to ask for some info on your product prices. Can you send me your current brochure?

.....  
2. We need more time to make the necessary changes to the contract.

.....  
3. I have reserved the hotel room. Please find attached the booking confirmation.

.....  
4. Could you provide me with further information on your products?

.....  
5. I assure you that I will contact you when your laptop is repaired.

.....  
6. About your ad in today's newspaper, I'd like to ask about your experience in management training.

.....

Now write two formal and two informal emails from the topic lists below.

### Formal

1. Your supplier is late again with a delivery. Write an email to him complaining about this.
2. Respond to a customer complaint about one of your products/services.
3. You are considering changing your supplier. Write an email to a potential supplier enquiring about the price and discount policy.
4. You want to arrange a meeting with a colleague from another branch. You attach a map showing where exactly your office is located.
5. You are interested in applying for a job advertised in an English language magazine, and you want to know more details.