

Email writing practice

1. You've just received this mail. Read it carefully.

From: Robert Harald. R.harald@baking.com

To: James Allen- j.callen@drex.com

Subject: investment advice

Dear Mr Allen,

Thank you for your phone call this morning. I am very pleased that you are interested in using our investment advice service and I look forward to seeing you on Wednesday. However, can I please change the time of our meeting to 3.30? I am very sorry, but I have another meeting at 2.30 and it may take a longer time. If 3.30 is not convenient for you, please let me know.

We have an information sheet about the investment services that the bank offers. A copy of this is attached. I can answer the questions you have on Wednesday. Please come to the bank and ask for me at the customer service desk

Regards,

Robert Harald

2. Complete the reply email with the expressions from the box. There are more than you need.

if any question or concerns arise/ Hello Robert/ Thank you for your email / with reference to information sheet
Dear Mr Harald/ I've received the attached information sheet/ Dear Mr Robert/ when I arrive at the bank/ do not
hesitate to contact me/ when I arrive at the office/ I'm pleased / I'm looking forward to our meeting

From: James Allen- j.callen@drex.com

To: Robert Harald. R.harald@baking.com

Subject: Re: Investment Advice Meeting

_____(1),

_____(2) I appreciate your willingness to adjust the meeting time to 3.30. _____(3)

that change works for me, and I'll see you at that time on Wednesday.

_____(4) about the investment services that your bank offers, and I'll be sure to go through it
in advance. _____(5), I will bring them up during our meeting.

_____(6), I'll make sure to ask for you at the customer service desk.

_____(7) our meeting and discussing the investment advice services in more detail.

Best regards,

James Allen