

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).

- Subject:** "Requesting information about your services"
 - Greeting:** _____
- Subject:** "Project update: Q4 goals"
 - Greeting:** _____
- 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: _____