

1 Complete the tips with words from the box.

clarification faithfully informal politely
refer reply responding sincerely why

- Start the email politely.
- Don't use abbreviations, _____ phrases or contractions.
- In the first paragraph, ^a_____ to the letter/ email/advert you are ^b_____ to (if appropriate).
- Also, in the first paragraph, say _____ you are writing.
- If something is unclear, ask for _____.
- In the final paragraph mention that you would like a _____.
- Close the email with Yours ^a_____ (if you know the name of the person) or Yours ^b_____ (if you do not know the person's name).

2 Match the beginnings and the endings to make phrases. Then match the phrases to the tips from Exercise 1. You do not need to use all the tips.

Dear Sir/

- Could you clarify how much ...
 - There are ~~lots of~~ several ...
 - I look forward to ...
 - I am writing to ask for ...
 - I saw your advert ...
 - I would like to know ...
- a ... questions I'd like to ask.
b ... in the local newspaper.
c ... some information about your offer.
d ... discount you offer to groups?
e ... receiving your reply soon.
f ... which activities the centre offers.
g Madam,

Tip ☐
Tip ☐
Tip ☐
Tip ☐
Tip ☐
Tip ☐
Tip ☐
Tip ☐

3 Complete the formal email. The first letters of the missing words are given.

Dear Mr McKinney,

¹T_____y_____ for y_____ email r_____ the training courses offered by your organisation. ²I am w_____ to e_____ about the level 1 course in food hygiene.

First of all, ³c_____ I ask a_____ the possibility of studying this course part-time rather than full-time? I am still at school, so I can only study in the evenings or at weekends. If a part-time course is available, ⁴c_____ you confirm w_____ the price is the same as for a full-time course? I ⁵w_____ also like to a_____ i_____ your organisation runs this course during the summer holidays. This would be an ideal option for students such as myself.

⁶I h_____ to h_____ from you s_____.

Yours sincerely,
Oliver Thornber

4 Put the words in order to make indirect questions.

I'd / what / to / know / like / have / drinks / you / non-alcoholic

I'd like to know what non-alcoholic drinks you have.

- Can / there / tell / are / what / desserts / you / me?

- Could / you / is / us / who / the / chef / tell?

- I'd / how / to / are / like / many / tables / know / there

- I'd / who / know / to / like / also / is / the / manager

- Could / the / restaurant / me / what / time / you / tell / closes?

5 Cross out the unnecessary word in each request. Two requests are correct.

I'd like to know what seafood ~~do~~ you have.

- Could you tell me what time does the café closes?
- I'd like to see the dessert menu, please.
- Can you tell me how long it will it take to prepare the duck?
- Could you tell me what is the vegetarian special is?
- I'd like to know if do you have a table for two at 8 o'clock this evening.
- Can you tell me what flavours of ice cream do you have?
- Could you tell me where the gentlemen's toilets are, please?
- I'd like to know if is the chicken curry is very spicy.

6 Read the email to Benjamin's head teacher and re-write the direct questions to make them more polite. Use the beginnings below.

Dear Mr Jones,

Have you thought about my idea for changing the menu in the school canteen? Most students I spoke to understand the value of a balanced diet but would like to have a greater choice from time to time.

¹Is it possible to add just one or two fast food items such as pizzas or burgers one day of the week? Maybe on Fridays?

²Let me know if we can have something other to drink than still or sparkling water. Even some fruit juice would make a nice change.

³Have you spoken about this to the other teachers and the school authorities?

I look forward to receiving your reply.

Yours sincerely,
Benjamin Moody

I am writing to enquire whether / if you have thought about my idea for changing the menu in the school canteen.

- I would like _____
- Could you tell _____
- Can you confirm _____

- 7 Read the task below. Then complete the email with the correct form of the words from the box and any other words you need. There are two extra words.

You want to organise a family meal to celebrate your birthday and decide to contact the restaurant where your family enjoyed a meal two years ago. Write a formal email to the manager of the restaurant. Include and develop these points:

- Say why you are writing.
- Inform the manager about the meal you had in the past and why it was enjoyable.
- Tell the manager about the number of people attending and ask about arrangements for guests to park their cars.
- Ask for information about any discounts they may offer.

(arrive diet **enquire** food healthy
like meal receive snack)

Dear Sir / Madam,

I am writing to **enquire** about a reservation for a family meal. Two years ago my family and I enjoyed such a meal at your restaurant and I would ¹ _____ to organise a similar event to celebrate my 18th birthday. ^ACould you tell me ☐

The last time we celebrated at your restaurant was a great success. There were light ² _____ on the table when the guests arrived, and after this the waiters served a three-course ³ _____ with a selection of side salads. I would like to ask whether the same can be arranged this time. One guest, however, is on a vegetarian ⁴ _____. ^BCould you clarify ☐

In total, there will be around fifteen guests. We expect that most of them ⁵ _____ by car. ^CCould you inform us ☐ Finally, the last time we organised a family meal at your restaurant we received a discount for the group booking.

^DI would like to know ☐

I look forward to ⁶ _____ your reply soon.

Yours faithfully,
Roger Coombes

- 8 Read the email again. Match the questions below to the missing indirect questions A–D in the text. Then write the indirect questions below. Use the underlined beginnings from the email.

1 What discount can you offer us on this occasion?

2 Will you be able to provide parking spaces for our guests when they arrive?

3 What options will be available for our vegetarian guest?

4 Will this be possible on 3 June?

SHOW WHAT YOU'VE LEARNT

- 9 You would like to attend a weekend cooking course offered by a local college. Write a formal email to the college. Include and develop these points:

- Say where you saw the course advertised and why you are writing the email.
- Describe your previous cooking and/or training experience.
- Say why you want to attend the weekend cooking course.
- Find out some more information about what the content of the course will be.



SHOW THAT YOU'VE CHECKED

Finished? Always check your writing.
Can you tick ✓ everything on this list?

In my formal email:

- I have started the email with a polite greeting appropriate to the gender, age and marital status of the person I am writing to. ☐
- I have mentioned the advert I saw in the first paragraph. ☐
- I have given a reason for writing in the same paragraph. ☐
- I have provided the information required and politely asked for information and clarification (e.g. with indirect questions) in the main body paragraphs. ☐
- I have made it clear that I would like the person to respond to my email in the final paragraph. ☐
- I have only used formal language and have avoided abbreviations (e.g. info / CU / gr8) emoticons 😊 and contractions (e.g. I'm / aren't / that's). ☐
- I have checked my spelling and punctuation. ☐
- My text is neat and clear. ☐

FAMILY AND SOCIAL LIFE

1 Choose the correct answers A–D.

He cut himself ___ his family completely and has not contacted them for years.

- (A) off from B away from C away to D out from

- When you split up with somebody, you
A fall in love. B end a relationship.
C start having a relationship.
D get to know someone.
- The news about his promotion really ___ my day!
A created B did
C made D cheered up
- They used to be close friends, but they lost ___ after college.
A communication B interests
C friendship D touch
- We have a lot ___ common.
A in B on C with D –
- If you want to be loved, you should always look ___ other people.
A for B at C about D after

2 Complete the sentences with the correct form of the phrasal verbs from the box.

(agree with call on fall out get on
hang out let down rely on)

I'm sorry but I don't agree with you – I think we should do exactly the opposite.

- You look depressed. Have you _____ with your parents again?
- Why don't you _____ Ann this afternoon and see if she needs any help with the decorations?
- Do you want to _____ this evening? We could go to the cinema or a café.
- I heard they are really _____ well with each other – they are great friends.
- Many students _____ their parents for money – they still need their help.
- She never wanted _____ her parents – she just found studying at university too difficult.

FOOD

1 Complete the adverts with one word in each gap.

If you want to stay fit, drink our juices! Try the grapefruit juice, a great source of vitamin C.

Forgotten your school lunch? Don't worry! Buy our freshly made ¹s _____. We have dozens of them on offer. Cheese, ham, egg. You name it, we have it! They are ²d _____ too!

We know you live in a hurry and have no time to cook. That's why we take care of your ³d _____ needs. If you're a sportsperson, we can provide rich, nutritious ⁴m _____ with meat. If you're on a diet, we have a selection of healthy, ⁵l _____ -c _____ snacks. On our menu we also have ⁶v _____ soup, Indian ⁷c _____ and different pasta ⁸s _____! Order and enjoy!

2 Choose the correct answers A–D.

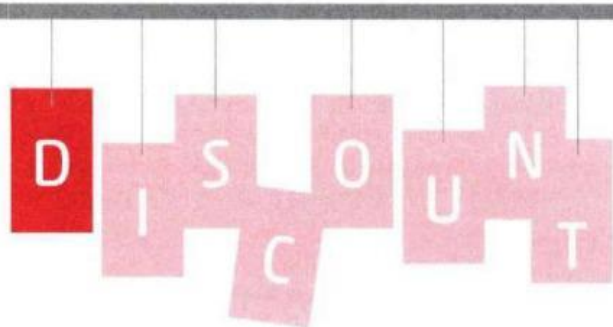
I always eat ___ vegetables – I never cook them.

- A unripe (B) raw C crispy D cold

- I usually put some butter in a pan, add garlic and ___ a piece of meat in it – it's delicious and juicy.
A boil B cook C bake D fry
- If you don't cover your bread, it will go _____.
A stale B rotten C ripe D salty
- White ___ with butter and honey is good for breakfast but don't eat too much of it.
A lettuce B mango C bread D chocolate
- Before our main course we had a _____.
A supper B starter C breakfast D snack
- Mild food doesn't have any ___ spices in it.
A ripe B sour C sweet D hot
- We shouldn't waste food and we should minimise the amount of ___ we produce.
A ingredients B mixture C leftovers D snacks
- Products such as meat, eggs and cheese contain a lot of ___, which we need to grow.
A sugar B cuisine C ingredients D protein
- Jam is usually sold in _____.
A jars B boxes C tins D bottles

SHOPPING AND SERVICES

1 Complete the text with one word in each gap.



I hate shopping, especially for clothes. I like looking good but going to a clothes shop is an absolute nightmare for me. If I need to get something to wear, I start online. There is a lot of ¹a _____ g showing perfect models wearing nice clothes. They ²c _____ m that if I buy their clothes, I will look and feel as wonderful as they do. But I know that's not true. I look at a website for about an hour and decide to go to a shopping centre. It's frustrating because there are always crowds of people and long ³q _____ s. But at least I can ⁴t _____ o _____ some of the clothes to see how I look. I usually look ridiculous – the latest trends are not for me. But I see they are organising a ⁵s _____, so maybe I'll buy something inexpensive with the money I managed to ⁶s _____ e up. Unfortunately, there's nothing for me. So, as usual, I go to my favourite ⁷s _____ -h _____ shop, where they have a great selection of vintage clothes which look as good as new. The clothes there are ⁸a _____ e – they don't cost a lot – and they fit me. I still hate shopping but I've learnt to love vintage fashion.