

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,...

+ 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 5

Dear ... Yours

Book. Page 66. Text analysis. Question 6

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

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

PHRASAL VERBS for FORMAL EMAILS	
Carry out = do	Come about = happen
Consist of	Point out = feature