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,…

**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

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

## PHRASAL VERBS for FORMAL EMAILS

| | |
|---|---|
| Carry out = do | Come about = happen |
| Consist of | Point out = feature |