

1. What is the name of the video? _____
2. What is the description of a semi-formal email/letter (from the video)? _____
3. What are three examples of professional or business relationships given in the video?

4. What are the functions (purposes) of a semi-formal email? (there are 5) _____
5. How many sections are there in the structure of a semi-formal email? _____
6. What are the three sections called in the middle of the email (between the salutation and the Complimentary close)? _____
7. The video describes semi-formal language. What does it say about using contractions? When can you use them? _____
8. If you are writing to a potential employer, should you use contractions (I'd, It's, She'd, etc.)?

9. What style of questions are used in semi-formal emails? _____
10. The video mentions the word *keen*. What does *keen* mean? _____
11. What is the more polite phrase of I don't like? _____

12. What are the embedded questions for the following? Fill in the chart:

Direct Questions	Indirect Questions
Would you tell me...?	
Could you inform me...?	
Can you let me know...?	
Do you know...?	

13. What are two more semi-formal words for sorry used in the video? _____

14. What is the semi-formal phrase for *said that*? _____

15. What is the semi-formal word for *Thank you*? _____

16. What are the formal words? Fill in the chart:

Semi-formal	Formal
buy	
need	
ask about	
get	
next/later	
also	
enough	
let us know	
don't like	
tell	

17. What are the four ways to end a semi-formal email? _____

18. According to the video, what is the difference between *Yours sincerely* and *Yours faithfully*?

19. What are the two tips in the summary of semi-formal emails? _____