English for Emails

Unit 7: Organising your writing

Task 1

Match the beginnings of the emails with the descriptions of the writer's purpose.

A. I look forward to speaking to you tomorrow.
B. I am writing to complain about the delay.
C. Many thanks for your email this morning.
D. I hope you and your family are well.
E. Could you please give the office key to Jawal?
F. By the way, my wife has just had a baby, so I'm very happy!
G. My name is Andy Carr, and I am a software designer. I saw your advert on dazzle.com, and …

1. The writer thanks the reader for their email.

2. The writer greets the reader (e.g. by asking about their health).

3. The writer mentions their next communication (e.g. meeting, phone call or email) with the reader.

4. The writer asks the reader to do something.

5. The writer explains the purpose of the email.

6. If the reader does not know the writer, the writer explains who they are.

7. The writer mentions some new information, which is not connected to the main topic of the email.

Task 2

Put the following elements of an email in the typical order.

A. The writer thanks the reader for their email. Or if the reader does not know the writer, the writer explains who they are.
B. The writer mentions some new information, which is not connected to the main topic of the email.
C. The writer explains the topic/purpose of the email.
D. The writer mentions their next communication with the reader.
E. The writer greets the reader.
F. The writer asks the reader to do something.

Task 3

Complete the sentences.

I am writing about / My name is Andrea Ponzi. / Could you please always put / I'm writing because / How are you? / Shall we meet / Could you please confirm / Could we speak

1. Dear Janice,
   _____ I haven't seen you for ages! I'll be at the Global Education seminar next week. I'm glad you're going, too. _____ and have a coffee? Could you let me

www.britishcouncil.org/learnenglish

©2016 British Council. The United Kingdom's international organisation for educational opportunities and cultural relations. We are registered in England as a charity.

LIVEWORKSHEETS

know?
With best wishes,
Dana

2. Dear Sir or Madam,
_____ my reservation for 2 March. Unfortunately I have to cancel my reservation for personal reasons. I hope there will not be any charge for this. _____ _____ this cancellation?
I look forward to hearing from you.
Yours truly,
Mary Sinati

3. Dear Professor Stenier,
_____ I am an MBA student at Bath University in England. I would like to ask you some questions about your research.
_____ on the phone sometime next week?
Could you please let me know if this is convenient for you?
I look forward to hearing from you.
With best wishes,
Andrea Ponzi
MBA student – Bath University, England

4. Dear Teachers,
_____
the cleaners have complained about the classrooms.
They have found papers and books on the floor. Tables and chairs are often in the wrong place. This gives them too much extra work.
_____ the furniture in place? Thank you very much for your cooperation.

Regards,
Tim Piper

Task 4

Match the topics with the paragraphs or sections of the email.

reason for writing / request / greeting / 'look forward to' + ending / other news

1. Hello Mrs Hannan,
I hope you are well, and that you are still teaching at Perrymead School.
_____

2. As you may remember, I was in your English class last year. I am now applying for jobs, and I need to give employers a reference. I am writing to ask if you could possibly do this for me.
_____

3. Would you mind if I put your name on my CV as a referee? Could you let me know if this is possible?
_____

4. I also have some good news: I am engaged, and we're getting married next February, so of course I am very excited!
_____

5. I look forward to hearing from you soon.
With best wishes,
Elena Chaois
_____

www.britishcouncil.org/learnenglish

©2016 British Council. The United Kingdom's international organisation for educational opportunities and cultural relations. We are registered in England as a charity.

LIVEWORKSHEETS