External "thank you" email

1A Read the 'thank you' email and choose the correct options in italics.

Dear Glen,

I am writing to thank you and your staff for the excellent service you [1]*provided / produced* organising our trade conference last week.

The [2]*happening / event* ran very smoothly thanks to the hard work of **all** your staff. I would also like to [3]*express / say* our appreciation for the prompt way in which your staff [4]*dealt / handled* the problems there were with **some of** the catering facilities. Your customer service team [5]*responded / replied* to the difficulties quickly and **none of** our guests realised that anything was wrong. In fact, they seemed to be able to [6]*deal / handle* with **any** problems that came up.

We will certainly use your company again in the future and have already [7]*proposed / recommended* you to other business contacts.

I would like to thank you and your staff once again and I look forward to working with you in the [8]*close / near* future.

Kind regards,

Franz Benheim

2 Complete the table with the words in the box.

appreciated definitely helpful much once recommended replaced smoothly sorted take wanted writing

Beginning	Details	Closing
I am [1]_____ to thank you for your help ... Thank you very [2]_____ for your help ... I would like to [3]_____ this opportunity to thank you for ... We really [4]_____ all your hard work ... I [5]_____ you to know how much we appreciate your work.	The conference ran very [6]_____. Your staff [7]_____ out the problems very quickly. Your customer service team were very [8]_____. You [9]_____ the damaged goods immediately.	We will [10]_____ use your company again in the future. We have already [11]_____ you to other companies. Thank you [12]_____ again for all your hard work.

LIVEWORKSHEETS

1A **Put the sentences (a–g) of the 'thank you' email in the correct order.**

Dear Henri,

___ (a) Kind regards,

___ (b) I would also like to express our appreciation for the way you handled the last minute changes we made when we realised we would need two extra analysts and that both of them would need to speak Portuguese.

___ (c) Thank you and your staff once again for all your hard work. I look forward to working with you on other projects.

_1_ (d) I am writing to thank you and your team for your excellent recruitment services. Thanks to your hard work we now have six excellent new employees.

___ (e) Pietro sorted out that problem very quickly and found us two excellent people.

___ (f) Can I conclude by saying you showed great professionalism, patience and good humour throughout the project.

___ (g) We will definitely use your company again in the future and have already recommended you to other companies in the industry.

Frauke Hein

B **How did the writer organise the email in Exercise 1A? Complete the table with the letters a–g.**

Beginning	Details	Closing

2 **Use the notes below to write a 'thank you' email of about 140 words to a supplier.**

- design company run by Diana
- designed a 10th anniversary brochure
- design was beautiful
- their team was creative and hard-working
- they agreed to include some extra photos we sent very late
- the price was good value
- the designer (Velleda) was really patient
- the company hope to work with them again
- we have given their name to your professional association

- Write three parts – beginning, details and closing.
- Mention a particular problem.
- Mention a specific person who did very well.

LIVEWORKSHEETS

some (of), any, all (of), most (of), no, none (of)

Some, any

These are used when we do not want to say the exact number or amount of something.

- **affirmative sentences = *some***

  ***Some** companies have really good customer service departments.*

- **negative sentences = *any***

  *You didn't have **any** problems dealing with the situation.*

- **questions without a noun**

  Use *some* if you want a positive answer:

  ***A:** Would you like **some** more time to think about it?*

  ***B:** Yes, please.*

  Use *any* if you are not expecting a positive answer:

  ***A:** Do you need **any** more time to finish the report?*

  ***B:** No, thanks.*

- **without a noun**

  *Did you find any problems? No, we didn't find **any**.*

  *Unfortunately, we found **some**.*

- ***any* – with a different meaning**

  *They seemed to be able to deal with **any** problems that arose.*

  Here *any* means it doesn't matter which or what kind of problems.

Some of, most of, all of, none of, no

- We use *of* when *some/most/all/none* come before words like *this, it, the, them:*

  *There were problems with **some of the** catering facilities.*

  ***None of our** guests realised that anything was wrong.*

  ***Most of the** problems were resolved quickly.*

- *all* – we can leave out *of* after the word *all:*

  *... thanks to the hard work of **all of your** staff*

  OR *... thanks to the hard work of **all your** staff*

- Talking about things in general – we do not use *of:*

  ***All** companies must look after the welfare of their staff.*

  ***Most** computer problems are caused by people.*

  *Having **no** holidays from work is bad for you.*
  (notice the affirmative verb)

All flowers are beautiful. (= all flowers in general)
All (of) **the flowers in this garden** are beautiful. (= a specific group of flowers)
Most problems have a solution. (= most problems in general)
We were able to solve **most of the problems we had**. (= a specific group of problems)

all	**some**	**any**	**most**	**much/many**	**little/few**	**half**	**none**

You can use these words with **of** (**some of** / **most of** etc.).

We use

some of		**the ...**	**my ...**
most of	+	**this ...**	**these ...**
none of etc.		**those ...**	**those ...** etc.

So you can say:

some **of the people**, some **of those people** (*but not* some of people)
most **of my time**, most **of the time** (*but not* most of time)

You can use **all of** / **some of** / **none of** etc. + **it/us/you/them**:

- ☐ 'How many of these people do you know?' '**None of them**. / **A few of them**.'
- ☐ Do **any of you** want to come to a party tonight?
- ☐ 'Do you like this music?' '**Some of it**. Not **all of it**.'

We say: **all of us** / **all of you** / **half of it** / **half of them** etc. You need **of** before **it/us/you/them**:

- ☐ **All of us** were late. (*not* all us)
- ☐ I haven't finished the book yet. I've only read **half of it**. (*not* half it)

LIVEWORKSHEETS

88.1 **Put in of where necessary. Leave the space empty if the sentence is already complete.**

1 All – cars have wheels. *(the sentence is already complete)*
2 None of this money is mine.
3 Some ..... films are very violent.
4 Some ..... the films I've seen recently have been very violent.
5 Joe never goes to museums. He says that all ..... museums are boring.
6 I think some ..... people watch too much TV.
7 'Do you want any ..... these magazines?' 'No, I've finished with them.'
8 Kate has lived in London most ..... her life.
9 Joe has lived in Chicago all ..... his life.
10 Most ..... days I get up before 7 o'clock.

88.2 **Choose from the list and complete the sentences. Use of (some of / most of etc.) where necessary.**

accidents	**European countries**	**my dinner**	**the players**
birds	**her friends**	**my spare time**	**the population**
~~**cars**~~	**her opinions**	**the buildings**	~~**these books**~~

1 I haven't read many of these books.
2 All cars have wheels.
3 I spend much ..... gardening.
4 Many ..... are caused by bad driving.
5 It's a historic town. Many ..... are over 400 years old.
6 When she got married, she kept it a secret. She didn't tell any ..... .
7 Not many people live in the north of the country. Most ..... live in the south.
8 Not all ..... can fly. For example, the penguin can't fly.
9 Our team played badly and lost the game. None ..... played well.
10 Emma and I have very different ideas. I don't agree with many ..... .
11 Sarah travels a lot in Europe. She has been to most ..... .
12 I had no appetite. I could only eat half ..... .

88.3 **Use your own ideas to complete these sentences.**

1 The building was damaged in the explosion. All the windows were broken.
2 We argue sometimes, but get on well most of ..... .
3 I went to the cinema by myself. None of ..... wanted to come.
4 The test was difficult. I could only answer half ..... .
5 Some of ..... you took at the wedding were very good.
6 'Did you spend all ..... I gave you?' 'No, there's still some left.'

88.4 **Complete the sentences. Use:**

all of / some of / none of + it/them/us (all of it / some of them etc.)

1 These books are all Jane's. None of them belong to me.
2 How many of these books have you read?' '..... . Every one.'
3 We all got wet in the rain because ..... had an umbrella.
4 Some of this money is yours and ..... is mine.
5 I asked some people for directions, but ..... was able to help me.
6 She invented the whole story from beginning to end. ..... was true.
7 Not all the tourists in the group were Spanish. ..... were French.
8 I watched most of the film, but not ..... .

LIVEWORKSHEETS