

Formal and Informal Register

Match the informal expression to its equivalent in the formal register.

A. Informal expressions	B. Formal equivalents
1 Can you give me a hand?	A I apologize for the delayed response.
2 I'll get back to you soon.	B Could you please assist me?
3 Sorry, I can't make it to the meeting.	C I would like to inquire about the position.
4 Can you send me the file ASAP?	D Please contact me if you require any assistance.
5 Just give me a call if you need anything.	E Could you please send me the file at your earliest convenience?
6 I want to ask about the job.	F I will respond to you shortly.
7 Thanks for your help!	G I apologize, but I will be unable to attend the meeting.
8 We need to tell everyone about this.	H I would appreciate your feedback.
9 I don't get what you mean.	I We need to inform everyone about this matter.
10 The meeting's been put off.	J Thank you for your assistance.
11 Let me know what you think.	K I do not fully understand what you mean. Could you please clarify?
12 Sorry for the late reply!	L The meeting has been postponed.

Read Ruth's cover letter, then match the informal phrases in bold in her letter with the formal phrases below.

Dear Sir/Madam,

1) **I wanna apply** for the job of part-time lifeguard 2) **that I saw** in the Daily Gazette on Tuesday, April 3.

I am in my final year of college and am considering a career as a P.E. teacher. 3) **I just got** a certificate in lifesaving and first aid and I feel that a summer job as a lifeguard 4) **would be great** for me.

Last summer, I worked as a receptionist at my local swimming pool and as a delivery person in the evenings.

5) **I'm pretty** hard-working and enthusiastic. I am also good at working with people.

6) **Here's** a copy of my résumé. 7) **I can come** for an interview at your convenience. 8) **Can't wait to hear back from you.**

9) **Cheers,**
Ruth Boswell

- ☐ I look forward to your reply
- ☐ Yours faithfully
- ☐ I am writing to apply for the position
- ☐ Please find enclosed
- ☐ I consider myself to be
- ☐ I am available
- ☐ which was advertised
- ☐ would be a useful experience
- ☐ I recently obtained

1 Formal email

Instructions: Complete the email using the expressions in the box. Use each expression only once.

Expression box

Dear Sir or Madam, I am writing to inquire
I would appreciate it if you could I look forward to hearing
Kind regards,
Thank you for your time and consideration, provide me with
interested in

To: hr@company.com

Subject: Inquiry About the Administrative Assistant Position

(1) _____

I am very (2) _____ the Administrative Assistant position advertised on your website. I (3) _____ about the responsibilities and requirements of the job.

Could you please (4) _____ some additional information about the working hours and application process?

(5) _____ send me a copy of the job description.

(6) _____

(7) _____ from you soon.

(8) _____

Alex Morgan

2 Informal WhatsApp message

Instructions: Complete the conversation using the informal expressions in the box. Use each expression only once.

Expression box

Hey! Can you give me a hand? ASAP Thanks a lot!
BTW I'm gonna Let me know No worries!

Jamie online

Jamie (1) _____ Alex! Are you busy? 10:15

Not really. What's up? 10:16 ✓

Jamie (2) _____ with the presentation?
I need to finish it (3) _____ 10:17

Alex Sure! (4) _____, I haven't checked the new meeting time yet. 10:18 ✓

Jamie (5) _____ send you the updated slides in a minute. (6) _____, if you need anything else. 10:20

(7) _____! I'll check the meeting time too. 10:21 ✓

Jamie (8) _____ for your help! 10:22

Check if these expressions to clarify and confirm information on the phone are formal or informal.

1. What is this regarding?	formal	informal
2. Could you spell your first name please?	formal	informal
3. Would you mind spelling your last name?	formal	informal
4. Who's calling?	formal	informal
5. What's this about?	formal	informal
6. When can you be reached?	formal	informal
7. What is the best way to reach you?	formal	informal
8. Do you have an alternative contact number?	formal	informal
9. What is the best time to call?	formal	informal
10. What time are you available?	formal	informal

Questions to clarify information:

Was that or?
Would you mind repeating that?
Did you say.....?
You said, ... correct?
Is that.....?

Statements to Confirm Understanding:

Let me read that back to you. You said.....
Let me make sure I have this correct. You said, ... right?
Do you mind if I rung that by you again?