

FORMAL OR INFORMAL?

A

INFORMAL

- 1 What do you need?
- 2 Thanks for the email of 12 Feb.
- 3 Sorry, I can't make it.
- 4 I'm sorry to tell you that...
- 5 I promise...
- 6 Could you...?
- 7 You haven't...
- 8 Don't forget...
- 9 I need to...
- 10 Shall I...?
- 11 But... / Also.../ So...
- 12 Please could you...
- 13 I'm sorry for...
- 14 Re...
- 15 See you next week.

NEUTRAL / FORMAL

- a With regard to... (With reference to...)
- b I can assure you that...
- c We note from our records that you have not...
- d Please let us know your requirements.
- e I was wondering if you could...
- f We would like to remind you that...
- g I look forward to meeting you next week.
- h Thank you for your email received 12 February.
- i I am afraid I will not be able to attend.
- j Would you like me to...?
- k I would be grateful if you could...
- l Please accept our apologies for...
- m It is necessary for me to...
- n We regret to advise you that...
- o However.../ In addition... / Therefore...

B

Email 1

Sorry, I can't make it on Friday. As I'll miss the meeting, could you send me a copy of the minutes? I'll write to Anita as well, to tell her I won't be there. Once again, I'm sorry for this, and I promise I'll be at the next meeting.

Email 2

Thanks for the email of 25 Jan where you asked for help on how to order on-line. I need to know your a/c number before I can deal with this. Please could you also provide details of which version of Windows you're using.

Email 3

Re your order number J891 – we received it this morning, but you haven't filled in the sections on size and colour. What exactly do you need? These products are selling very well at the moment, and I'm sorry to tell you that the medium size is temporarily out of stock. But we're expecting more supplies soon. Shall I email you when they arrive?

C

1 assistance	6 information	11 repair
2 due to	7 obtain/receive	12 request
3 enquire	8 occupation	13 requirements
4 further	9 possess	14 reserve
5 inform	10 provide	15 verify

a ask	f facts	k help (n)
b ask for	g fix (v)	l job
c because of	h get	m more
d book (v)	i give	n needs
e check/prove	j have	o tell

