

Writing emails

Complete the following gaps with ONE word.

Opening (informal)

- Hi! It was great to _____ from you!
- Thanks for the email you _____.
- How are _____?
- How's _____ going?
- Hi, what's _____?

The reason for writing

- I'm writing to thank you _____ your help.
- I'm writing to _____ you _____ my new job.
- You asked _____ my help with your boss. So...
- Just a quick _____ to arrange a time to meet.
- I am writing to enquire _____ the Irish Coast Tours.
- With _____ to your email asking for information about ...
- I am writing to ask for _____ information about the pottery course.

Reference to future contact

- _____ me know if you need anything else.
- We'll _____ about it when you come down to London.
- I _____ wait to _____ your next email and find out about your new boyfriend!
- It'll be _____ to see you again next month.
- Give me a _____ as soon as you get this email.
- Please let me _____ if you have any other similar offers _____.
- I _____ _____ to meeting you in June.

Closing salutation (informal)

- Write soon and take _____.
- All the _____.
- A big _____ from me and my sister.
- Lots of _____.
- Bye _____ now.

Expressing your feelings (informal)

- It _____ me feel so bad when I heard you'd lost your job!
- I _____ really good when Annie told me of your wedding!
- I was shocked when I _____ out you had resigned.
- That's wonderful _____! I'm so happy for you!
- I'm sorry you're having _____ a hard time at the moment.

Giving advice (informal)

- Have you _____ about giving up smoking?
- _____ you do, don't break up with John!
- _____ about inviting your in-laws for dinner?
- You really _____ do something about your son.
- I suggest _____ on a diet as soon as you can. Why _____ you take up yoga?
- You've _____ _____ break up with him.
- If I _____ you I _____ bother so much.

Arranging to meet (informal)

- _____ Saturday be ok?
- Shall me _____ it on Sunday?
- _____ after 9 is okay.
- Saturday is good _____ me.
- _____ _____ Saturday at 9?

Applying for a job

- _____ to the advertisement yesterday in 'The Job Magazine'....
- I am writing to _____ _____ the position of Store Manager as _____ in 'The Job Magazine'.
- I would like to _____ my application for the position of Sales Assistant.
- I have been working _____ AGFT Ltd. Since 2003.
- I am _____ with most computer programmes.
- Please find _____ a copy of my CV for _____ details.
- I will be _____ for interview at any time in June.
- I am available for interview at short _____.
- If you have any questions, please do not _____ to contact me.

Linking words

- _____ I am a keen golf player, I do not have much experience.
- _____ all I would like to know where the course will take place.
- _____ _____ to this I need to have information about car hire.
- What _____ _____, the receptionist was extremely rude to me.
- _____ of _____, I will have to contact my lawyer.
- I sent you three emails. _____, you have not taken any action yet.
- _____ _____ I washed the shirt in cold water it shrunk.

Enquiring/asking for information

- I was _____ how long you have had your car.

- _____ it be _____ to tell me if you sell Italian furniture?
- I have _____ if they will like this kind of present.
- I would _____ if you could send me this information as soon as possible.
- I need to _____ out where the group is meeting.

- the quality of the meals did not _____ my expectations.
 - I feel I am _____ to a _____ of 80% of the amount I paid.
 - To make _____ worse, they did not listen to me.
 - I hope that I will not be forced to take _____ action.
- I hope the _____ will be _____ by the end of the month.

Complaining

Key

Opening (informal)

Hi! It was great to hear from you!

Thanks for the email you sent.

How are things?

How's life going?

Hi, what's up?

The reason for writing

I'm writing to thank you for your help.

I'm writing to tell you about my new job.

You asked for my help with your boss. So...

Just a quick note to arrange a time to meet.

I am writing to enquire about the Irish Coast Tours.

With regard to your email asking for information about

I am writing to ask for more information about the pottery course.

Reference to future contact

Let me know if you need anything else.

We'll talk about it when you come down to London.

I can't wait to get your next email and find out about your new boyfriend!

It'll be great to see you again next month.

Give me a call as soon as you get this email.

Please let me know if you have any other similar offers available.

I look forward to meeting you in June.

Closing salutation (informal)

Write soon and take care.

All the best.

A big hug from me and my sister.

Lots of love.

Bye for now.

Expressing your feelings (informal)

It made me feel so bad when I heard you'd lost your job!

I felt really good when Annie told me of your wedding!

I was shocked when I found out you had resigned.

That's wonderful news! I'm so happy for you!

I'm sorry you're having such a hard time at the moment.

Giving advice (informal)

Have you thought about giving up smoking?

Whatever you do, don't break up with John!

How about inviting your in-laws for dinner?

You really should do something about your son.

I suggest going on a diet as soon as you can.

Why don't you take up yoga?

You've got to break up with him.

If I were you I wouldn't bother so much.

Arranging to meet (informal)

Would Saturday be ok?

Shall me make it on Sunday?

Anytime after 9 is okay.

Saturday is good for me.

How about Saturday at 9?

Applying for a job

Further to the advertisement yesterday in 'The Job Magazine'....

I am writing to apply for the position of Store Manager as advertised in 'The Job Magazine'.

I would like to submit my application for the position of Sales Assistant.

I have been working for AGFT Ltd. Since 2003.

I am familiar with most computer programmes.

Please find enclosed a copy of my CV for further details.

I will be available for interview at any time in June.

I am available for interview at short notice.

If you have any questions, please do not hesitate to contact me.

Linking words

Although I am a keen golf player, I do not have much experience.

First of all I would like to know where the course will take place.

In addition to this I need to have information about car hire.

What is more, the receptionist was extremely rude to me.

Because of this, I will have to contact my lawyer.

I sent you three emails. However, you have not taken any action yet.

Even though I washed the shirt in cold water it shrunk.

Enquiring/asking for information

I was wondering how long you have had your car.

Would it be possible to tell me if you sell Italian furniture?

I have no idea if they will like this kind of present.

I would appreciate if you could send me this information as soon as possible.

I need to find out where the group is meeting.

Complaining

.... the quality of the meals did not meet my expectations.

I feel I am entitled to a refund of 80% of the amount I paid.

To make matters worse, they did not listen to me.

I hope that I will not be forced to take further action.

I hope the matter will be resolved by the end of the month.