

Complete by matching a phrase with a similar one in meaning. Look carefully at the headings in bold.

Previous contact

a. With reference to your email sent (date)

1. *Best regards*

Reason for email

b. We are writing to inform you that...

2. *Can you... please?*

Good news

c. You will be pleased to hear that...

3. *Do you want me to...?*

d. We are able to confirm that...

4. *Good news!*

Bad news / Apologizing

e. I apologize for...

5. *I can confirm that*

f. We regret to inform you that...

6. *If you like, I can*

Requests

g. I'd be grateful if you could...

7. *I'll get back to you*

h. I would appreciate it if you could...

8. *I've attached*

Offering help

i. Would you like me to...?

9. *If there's anything else, just let me know*

j. If you wish, I would be happy to...

10. *Just a short note to let you know that*

Promising action

k. I will contact you again

11. *Looking forward to*

Attachments

l. Please find attached...

12. *Please*

Final comments

m. Thank you for your assistance

13. *Sorry for*

n. Do not hesitate to contact us again if you need any further information

14. *Thanks for your help*

Closing

o. We are looking forward to...

15. *Unfortunately*

p. Yours sincerely / Yours faithfully

16. *Your last email*

Opening and closing

Match the email beginnings (1–8) with the endings (a–h).

Beginnings Endings
1 I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require. ... <input type="text"/>	a) Anyway, really looking forward to it. Do u want me to bring anything?
2 Thank you so much for the wonderful present. It's exactly the book that I wanted – how did you know? I'm really looking forward to reading it. <input type="text"/>	b) You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
3 Patricia, I've just read your email. I'm so sorry to hear about what happened. <input type="text"/>	c) Should you need any further information about room availability, we will be happy to assist you.
4 Aarrghh! Can't make it. Really sorry. But I'm sure you'll all have a great time. <input type="text"/>	d) I look forward to receiving this information as soon as possible.
5 I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site. <input type="text"/>	e) It really is great news, and I'm sure that it's only the beginning of our work in the French market.
6 I am writing with reference to our order number GH674. The goods arrived this morning, but you only sent 200 pieces instead of the 300 that we ordered. ... <input type="text"/>	f) Please deal with this matter urgently. I expect a reply from you by 5 pm tomorrow at the latest.
7 Wow! Great! I'd love to come! <input type="text"/>	g) Thanks again for the gift, and give my very best wishes to your family.
8 I've just heard from Antonio about the Paris contract. It's fantastic news – you worked really hard on this and you deserve the success. <input type="text"/>	h) Sorry again I can't come. ☹ But let's meet up soon anyway. What about going to see that new Ang Lee movie?

Match the beginning and ending pairs in section A with the descriptions (1–8) below.

- 1 An email asking for information. Neutral style. ...
- 2 An email giving information. Formal style.
- 3 An email saying 'yes' to an invitation. Informal style.
- 4 An email saying 'no' to an invitation. Informal style.
- 5 An email of congratulations. Neutral style.
- 6 An email of complaint. Neutral style.
- 7 An email of thanks. Neutral style.
- 8 An email of sympathy. Informal style.