

1. Emailing – Beginnings and Endings

Level A2–B1

Aims: To practise key phrases for beginning and ending email correspondence.

To understand the difference between formal and informal register in written communication.

Timing: 45 minutes

Stage	Objective	Interaction	Timing
Introduction	Introducing the topic of business emails	Whole class	5 mins
Task 1	Familiarise students with email phrases, thinking about which are found at the beginning or ending of an email.	Individual	15
Task 2	Raising awareness of register (formal and informal) in email writing.	Individual or pairs	10
Task 3	Reading excerpts of short emails and matching the beginnings to endings.	Individual	10
Task 4	Thinking about whether certain expressions are appropriate in work emails.	Whole class	5

Introduction

Write these expressions on board. Ask “Where you would find them?” “What do they mean?”

I'm looking forward to hearing from you.

I have attached the document you requested.

Answer: They are common phrases in business emails. The first is used when communicating with someone you don't know well and shows that you are hoping for a response.

'Look forward to' is always followed by a noun, or the verb in the ing form. *I'm looking forward to the party/ the meeting/ meeting you/ hearing your news.* 'I look forward to meet you' is incorrect.

Attach is to electronically join a document, photograph or something similar to an email. It is not a synonym for enclosed, which is used for something printed, '*enclosed in an envelope*'.

Task 1 Beginnings or Endings

Students decide if the expressions are used at the beginning or ending of an email.

Answers:

Beginnings	Endings
Dear Sir or Madam	Thank you for your cooperation.
Thanks for your email yesterday.	I look forward to hearing from you.
Thank you for your quick reply.	Please get back to me as soon as you can.
How are things?	Cheers.
Just a quick note to say...	Thanks in advance.
I am writing in reference to ...	Thanks again.
I am writing on behalf of Howard Swift.	If you need any further information, please do not hesitate to contact me.
Howard asked me to write to you.	If you need anything else, just let me know.
Sorry it's taken me so long to reply to your email.	If you have any further questions, please contact me at any time.

Task 2 Formal or informal

Students identify whether the phrases, those from task 1, are formal or more informal.

Expressions	Formal	Informal
Cheers!		✓
Dear Sir or Madam	✓	
How are things?		✓
Howard asked me to write to you.		✓
I am writing in reference to ...	✓	
I am writing on behalf of Howard Swift.	✓	
I look forward to hearing from you.	✓	
If you have any further questions, please contact me at any time.	✓	
If you need any further information, please do not hesitate to contact me.	✓	
If you need anything else, just let me know.		✓
Just a quick note to say ...		✓
Get back to me as soon as you can.		✓
Sorry it's taken me so long to reply to your email.		✓
Thank you for your cooperation on this matter.	✓	
Thank you for your quick reply.	✓	
Thanks again.		✓
Thanks for your email yesterday.		✓
Thanks in advance.	✓	

Task 3 Reading examples of short emails

Read excerpts from short emails and match the beginnings to the endings.

1 – c / 2 – a / 3 – b / 4 – d

Task 4 Appropriate for work emails?

Students decide if the words or expressions can be used for work emails.

Answers:

Hi everyone Yes. An informal way of writing to a group. Best used with close colleagues.

Hey! No. Too informal.

Gentlemen, No. Can be seen as sexist.

Hello Mrs ..., No. Use Ms. unless you are certain the woman is married and prefers Mrs.

Dear all Yes. A more formal way of starting a group email.

Yo! Not appropriate.

Expressions	Formal	Informal
Just a quick note to say...		
Get back to me as soon as you can.		
Sorry it's taken me so long to reply to your email.		
Thank you for your cooperation on this matter.		
Thank you for your quick reply.		
Thanks again.		
Thanks for your email yesterday.		
Thanks in advance.		

Task 3 Reading short emails

Match the beginnings to the endings.

1 Dear John,
Thanks so much for your quick reply. I needed that information to help me finish the report. The deadline is tomorrow.

A ... I am available for an interview at any time. If you need any further information, please do not hesitate to contact me.
Manuel Pardo

2 Dear Sir or Madam,
I am writing in reference to the job advertisement published in the local paper. As my CV states, I have experience of working in an office.

B ... The photos from the party were lovely, too. It was so thoughtful of you to send them. Cheers!
X Liz

3 Dear Ms Cook,
I am writing on behalf of my boss, Howard Swift. Mr Swift would like to invite you to a lunchtime meeting next week at our new headquarters on Lime Street.

C ... I will send you a copy of it when I finish. Thanks again. George

4 Hanna, Sorry it's taken me so long to reply to your email. I can't believe that a month has passed since your birthday. It was such a great day! ...

D ... If you are interested, please let me know what date would suit you. I look forward to hearing from you.

Task 4 Other greetings

Are these appropriate for work emails? Why or why not?

Hi everyone Hey! Gentlemen, Hello Mrs ..., Dear all Yo!