

**More common emailing phrases simplest responses game**

*Listen to two possible phrases for emails and raise one of your cards or say A or B depending on which you think is more common in modern emails. If you can eliminate the other because it is old fashioned, has a very extreme level of formality, is only used in very specific situations, etc, the other one should be more common. There are no grammatical errors, etc, so just look for which is more generally useful.*

Underline the more common in each pair of emailing phrases below.

**Cards to hold up**

A	B	A	B
A	B	A	B
A	B	A	B
A	B	A	B

## Starting emails

### Opening greetings

#### Opening greetings to one person

A: Dear John

B: Dearest John

A: Hello John

B: Hi John

A: Dear Sir

B: Dear Sir or Madam

A: Dear Sir/ Madam

B: To whom it may concern

A: Dear Alex Case

B: Dear Mr Case

A: Dear Miss Smith

B: Dear Ms Smith

A: Dear customer

B: Dear Dr Jones

#### Opening greetings to more than one person

A: Hi everyone

B: Hi guys and gals

### Email opening lines

#### Opening lines mentioning the last contact between you

A: Thank you so much for emailing me...

B: Thanks for your email about...

A: Thanks for your help with...

B: Thanks for your support with...

A: I am very grateful to you for replying so quickly.

B: Thanks for your quick reply.

A: It was an honour to meet you yesterday.

B: It was great to meet you yesterday.

A: Sorry for my late reply.

B: Sorry that it took me so very long to get back to you. This was because...

**Opening lines with the subject of the email/ reason for writing**

A: I'm writing to you about the latest delivery.

B: This is Alex Case. I'm writing to you about the latest delivery.

A: Sorry to bother you, but...

B: Sorry to write again so soon, but...

**Social opening lines/ Friendly opening lines**

A: How are you?

B: How's it going?

A: How are you doing?

B: I hope this email finds you well.

A: Hope you are okay.

B: Hope you had a good weekend.

**Ending emails****Closing lines for emails****Closing lines talking about the next contact between you****Closing lines when you need a reply**

A: I'm looking forward to hearing from you.

B: Please let me know if that is okay.

A: Can't wait to hear from you!

B: Looking forward to hearing from you.

**Closing lines offering more communication/ help (if needed)**

A: If you need any more information, please contact me.

B: Should you require any further information, please do not hesitate to contact me at any time.

A: If you get lost, just give me a call.

B: If you have any more questions, just let me know.

**Other closing lines mentioning the next contact between you**

A: See you later.

B: See you then.

A: I hope we have the chance to meet again someday.

B: I'm looking forward to seeing you then.

**Closing lines for (big) requests and instructions**

A: Thank you for your cooperation.

B: Thanks

**Closing lines with apologies/ Closing lines when responding to complaints**

A: I hope that is acceptable with you.

B: I hope that you can approve this course of action.

A: Thanks for being so very patient.

B: Thanks for your patience.

**Social closing lines/ Friendly closing lines**

A: Get well soon.

B: Hope you have a good weekend.

A: Say "Hi" to John from me.

B: Tell John that I miss him.

**Other closing lines**

A: Thanks again.

B: Thanks again for bringing this matter to my attention.

**Closing greetings for emails**

A: Best regards

B: Sincerely yours

A: Best regards

B: BR

A: Best wishes

B: Take care

A: Best wishes

B: XOXO

**Writing your name at the end of emails**

A: Alex Case (Mr)

B: A.M. Case (Mr)

A: A

B: Alex

### **The body of emails**

#### **Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

A: I'll send you a copy of...

B: Please find the information attached.

#### **Highlighting important information**

A: Please only read the parts in bold.

B: Please pay particular attention to the parts in bold.

A: Please memorise...

B: Please note that...

A: NB. This must be done twice a day.

B: This **MUST** be done **twice a day!**

#### **Requests**

A: Can you do this ASAP?

B: I really need this by close of business today because...

A: Could you possibly help me with...?

B: Please please please help me with...

A: I would be grateful if you could...

B: If you can... for me, I'll do the same for you someday.

#### **Enquiries/ Asking for information**

A: Could you tell me...?

B: I really need to know...

A: 3. What time will we...?

B: My third question is what time we will...

#### **Answering questions/ Giving information**

A: Fourthly,...

B: In reply to your question about...

#### **Making arrangements/ Changing arrangements/ (Re) scheduling**

A: I'd like to meet... if you available then.

B: I'm afraid I need to reschedule...

#### **Making complaints**

A: I was not entirely satisfied with...

B: I was shocked to find that...

#### **Instructions/ Commands/ Demanding action**

A: From the beginning of next month, please make sure that you...

B: Next time don't forget to...

A: The deadline for... is...

B: You were all supposed to... by...

### **Giving bad news**

A: There's good news and bad news!

B: We are sorry to announce that...

### **Giving good news**

A: You'll be glad to hear that...

B: You'll be relieved to hear that...

### **Making announcements**

A: For your eyes only.

B: FYI

### **Checking progress**

A: As the deadline for... approaches, I just wanted to get a progress check on...

B: As the deadline for... has passed, I just wanted to get a progress check on...

### **Asking people to wait/ Explaining the delay before the (full) reply**

A: ... is still to be arranged.

B: ... won't be decided until the last minute.

### **Mentioning other people (contacts, including them, social phrases, etc)**

A: I'm afraid I have to CC my boss in this kind of situation.

B: I'm CCing my boss in on this.

A: Can you send this on to someone who can...?

B: Could you forward this to...?

A: Please ask John if he remembers me.

B: Please pass my best regards onto John.

### **Asking for payment**

A: Can you check if there has been a problem in your payment for invoice number...?

B: There has been a problem in your payment for invoice number...

### **Making initial contact with someone**

A: I managed to track you down by...

B: I was given your email address by...

### **Ordering products/ Booking/ Making reservations**

A: Can you send us two hundred...?

B: Would you be able to send us two hundred...?

## Suggested answers

The more common phrase is underlined. Make sure you know why the other phrase in each pair is less common (because it's old-fashioned, very specific, super formal, very informal, forceful, impolite, etc).

### Starting emails

#### Opening greetings

#### Opening greetings to one person

A: Dear John

B: Dearest John

A: Hello John

B: Hi John

A: Dear Sir

B: Dear Sir or Madam

A: Dear Sir/ Madam

B: To whom it may concern

A: Dear Alex Case

B: Dear Mr Case

A: Dear Miss Smith

B: Dear Ms Smith

A: Dear customer

B: Dear Dr Jones

#### Opening greetings to more than one person

A: Hi everyone

B: Hi guys and gals

### Email opening lines

#### Opening lines mentioning the last contact between you

A: Thank you so much for emailing me...

B: Thanks for your email about...

A: Thanks for your help with...

B: Thanks for your support with...

A: I am very grateful to you for replying so quickly.

B: Thanks for your quick reply.

A: It was an honour to meet you yesterday.

B: It was great to meet you yesterday.

A: Sorry for my late reply.

B: Sorry that it took me so very long to get back to you. This was because...

### **Opening lines with the subject of the email/ reason for writing**

A: I'm writing to you about the latest delivery.

B: This is Alex Case. I'm writing to you about the latest delivery.

A: Sorry to bother you, but...

B: Sorry to write again so soon, but...

### **Social opening lines/ Friendly opening lines**

A: How are you?

B: How's it going?

A: How are you doing?

B: I hope this email finds you well.

A: Hope you are okay.

B: Hope you had a good weekend.

### **Ending emails**

#### **Closing lines for emails**

#### **Closing lines talking about the next contact between you**

#### **Closing lines when you need a reply**

A: I'm looking forward to hearing from you.

B: Please let me know if that is okay.

A: Can't wait to hear from you!

B: Looking forward to hearing from you.

#### **Closing lines offering more communication/ help (if needed)**

A: If you need any more information, please contact me.

B: Should you require any further information, please do not hesitate to contact me at any time.

A: If you get lost, just give me a call.

B: If you have any more questions, just let me know.

#### **Other closing lines mentioning the next contact between you**

A: See you later.

B: See you then.

A: I hope we have the chance to meet again someday.

B: I'm looking forward to seeing you then.



**Closing lines for (big) requests and instructions**

A: Thank you for your cooperation.

B: Thanks

**Closing lines with apologies/ Closing lines when responding to complaints**

A: I hope that is acceptable with you.

B: I hope that you can approve this course of action.

A: Thanks for being so very patient.

B: Thanks for your patience.

**Social closing lines/ Friendly closing lines**

A: Get well soon.

B: Hope you have a good weekend.

A: Say "Hi" to John from me.

B: Tell John that I miss him.

**Other closing lines**

A: Thanks again.

B: Thanks again for bringing this matter to my attention.

**Closing greetings for emails**

A: Best regards

B: Sincerely yours

A: Best regards

B: BR

A: Best wishes

B: Take care

A: Best wishes

B: XOXO

**Writing your name at the end of emails**

A: Alex Case (Mr)

B: A.M.Case (Mr)

A: A

B: Alex

### **The body of emails**

#### **Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

A: I'll send you a copy of...

B: Please find the information attached.

#### **Highlighting important information**

A: Please only read the parts in bold.

B: Please pay particular attention to the parts in bold.

A: Please memorise...

B: Please note that...

A: NB. This must be done twice a day.

B: This **MUST** be done **twice a day!**

#### **Requests**

A: Can you do this ASAP?

B: I really need this by close of business today because...

A: Could you possibly help me with...?

B: Please please please help me with...

A: I would be grateful if you could...

B: If you can... for me, I'll do the same for you someday.

#### **Enquiries/ Asking for information**

A: Could you tell me...?

B: I really need to know...

A: 3. What time will we...?

B: My third question is what time we will...

#### **Answering questions/ Giving information**

A: Fourthly,...

B: In reply to your question about...

#### **Making arrangements/ Changing arrangements/ (Re) scheduling**

A: I'd like to meet... if you available then.

B: I'm afraid I need to reschedule...

#### **Making complaints**

A: I was not entirely satisfied with...

B: I was shocked to find that...

#### **Instructions/ Commands/ Demanding action**

A: From the beginning of next month, please make sure that you...

B: Next time don't forget to...

A: The deadline for... is...

B: You were all supposed to... by...

### **Giving bad news**

A: There's good news and bad news!

B: We are sorry to announce that...

### **Giving good news**

A: You'll be glad to hear that...

B: You'll be relieved to hear that...

### **Making announcements**

A: For your eyes only.

B: FYI

### **Checking progress**

A: As the deadline for... approaches, I just wanted to get a progress check on...

B: As the deadline for... has passed, I just wanted to get a progress check on...

### **Asking people to wait/ Explaining the delay before the (full) reply**

A: ... is still to be arranged.

B: ... won't be decided until the last minute.

### **Mentioning other people (contacts, including them, social phrases, etc)**

A: I'm afraid I have to CC my boss in this kind of situation.

B: I'm CCing my boss in on this.

A: Can you send this on to someone who can...?

B: Could you forward this to...?

A: Please ask John if he remembers me.

B: Please pass my best regards onto John.

### **Asking for payment**

A: Can you check if there has been a problem in your payment for invoice number...?

B: There has been a problem in your payment for invoice number...

### **Making initial contact with someone**

A: I managed to track you down by...

B: I was given your email address by...

### **Ordering products/ Booking/ Making reservations**

A: Can you send us two hundred...?

B: Would you be able to send us two hundred...?

**Making phrases more common stage**

*Without looking above, change the phrases below into ones which are more generally useful by making them match more situations, making them into less extreme levels of formality, making them more polite/ less forceful, etc. Many other alternative phrases not above are also possible.*

**Starting emails****Opening greetings****Opening greetings to one person**

Dearest John

Hello John

Dear Sir/ To whom it may concern

Dear Alex Case

Dear Miss Smith

**Opening greetings to more than one person**

Hi guys and gals

**Email opening lines****Opening lines mentioning the last contact between you**

Thank you so much for emailing me.

Thanks for your support with...

I am very grateful to you for replying so quickly.

It was an honour to meet you yesterday.

Sorry that it took me so very long to get back to you. This was because...

**Opening lines with the subject of the email/ reason for writing**

This is Alex Case. I'm writing to you about the latest delivery.

Sorry to bother you, but...

**Social opening lines/ Friendly opening lines**

How are you?/ I hope this email finds you well.

Hope you are okay.

**Ending emails****Closing lines for emails****Closing lines talking about the next contact between you****Closing lines when you need a reply**

Please let me know if that is okay./ Can't wait to hear from you!

**Closing lines offering more communication/ help (if needed)**

Should you require any further information, please do not hesitate to contact me at any time./ If you get lost, just give me a call.

**Other closing lines mentioning the next contact between you**

See you later./ I hope we have the chance to meet again someday.

**Closing lines for (big) requests and instructions**

Thank you for your cooperation.

**Closing lines with apologies/ Closing lines when responding to complaints**

I hope that you can approve this course of action.

Thanks for being so very patient.

**Social closing lines/ Friendly closing lines**

Get well soon.

Tell John that I miss him.

**Other closing lines**

Thanks again for bringing this matter to my attention.

**Closing greetings for emails**

Sincerely yours/ BR

Take care/ XOXO

**Writing your name at the end of emails**

A.M. Case (Mr)/ A

**The body of emails**

**Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

I'll send you a copy of...

**Highlighting important information**

Please only read the parts in bold.

Please memorise...

This **MUST** be done **twice a day!**

**Requests**

Can you do this ASAP?

Please please please help me with...

If you could..., I'll do the same for you someday.

**Enquiries/ Asking for information**

I really need to know...

3. What time will we...?

**Answering questions/ Giving information**

Fourthly,...

**Making arrangements/ Changing arrangements/ (Re) scheduling**

I'm afraid I need to reschedule...

**Making complaints**

I was shocked to find that...

**Instructions/ Commands/ Demanding action**

Next time don't forget to...

You were all supposed to... by...

**Giving bad news**

There's good news and bad news!

**Giving good news**

You'll be relieved to hear that...

**Making announcements**

For your eyes only.

**Checking progress**

As the deadline for... has passed, I just wanted to get a progress check on...

**Asking people to wait/ Explaining the delay before the (full) reply**

... won't be decided until the last minute.

**Mentioning other people (contacts, including them, social phrases, etc)**

I'm afraid I have to CC my boss in this kind of situation.

Can you send this on to someone who can...?

Please ask John if he remembers me.

**Asking for payment**

There has been a problem in your payment for invoice number...

**Making initial contact with someone**

I managed to track you down by...

**Ordering products/ Booking/ Making reservations**

Would you be able to send us two hundred...?

*Compare your answers with the underlined phrases above. Many other alternative versions are possible, so please check if you wrote something different.*

**Controlled practice**

*Test each other on the phrases:*

- Play the same reading out two phrases and spotting the more common one game
- Read out a gapped more common phrase for your partner to complete
- Read out a less common phrase for your partner to make more common
- Read out a heading and help your partner make suitable phrases

**Freer practice**

*Flip a coin to decide what kind of phrase above you should use in an email:*

- heads = use one of the more common phrases above
- tails = use one the less common phrases above

*You should make the whole email, from greeting at the beginning to your own name at the end. Your teacher will tell you if you should write the email together, or if one person should say what they would write. Someone else will then judge how well you used that phrase in the email (if the other parts of the email matched it, etc).*