

Something's come up..

Emailing phrases

1. **TASK:** complete the gaps with a suitable **word** from the box below:

pleasure	come	by	thanks	know	here
note	how	free	could	say/announce/report	

- a) *eg* It was a great ...*pleasure*... to meet you after the presentation last week.
- b) Just a short about the reception we've planned for tomorrow.
- c) Sorry, something's up. Do you think we could postpone the start time?
- d) you please pick me up from terminal 3?
- e) I'm not sure what you mean 'substantial' – could you clarify this?
- f) 's the report you requested.
- g) Please feel to call our office if you have any queries.
- h) I'm pleased to that our sales improved by 12% last month.
- i) a lot for doing such a thorough job on the presentation, especially at such short notice. Our proposal went over very well.
- j) I'd like to more about the range of products you offer.
- k) about meeting up for a drink before the conference?

2. **TASK:** Match a **function** with one sentence above.

eg Friendly Opening - sentence A.



- | | |
|-----------------------------------|--------------------------------------|
| Reason for Writing | Making a Request |
| Apologising/Giving Bad News | Suggesting (a date/time/place) |
| Asking for Clarification | Thanking |
| Asking for Information | Attachments |
| Giving Good News | Closing Comments |

3. *TASK: What can you remember from question 1? Complete the gaps in (a) with an appropriate **phrase** from question 1. Don't fill in (b) until question 4.*

Friendly opening

- a) *eg -> ...It was a great pleasure...* to see you at the conference.
- b) your team won the bid.

Reason for Writing

- a) about the upcoming Berlin Exhibition.
- b) the agenda for Tuesday's meeting.

Apologising/Giving Bad News

- a) and I won't be able to make it today.
- b) deliver the products until next Tuesday week.

Asking for Clarification

- a) by 'luxury' – could you clarify this for us?
- b) Could you expand on this?

Asking for Information

- a) more about which models are available in Prague.
- b) when the Xtron-U will be released?

Giving Good News

- a) that we've been awarded the contract.
- b) that we've won the inaugural 'best sofa' award at the prestigious Finnish Luxury Furniture Awards.

Making a Request

- a) send me a copy of the latest draft?
- b) edit the second page for me.

Suggesting (a date/time/place)

- a) we meet in front of Marks & Spencer at 5pm?

b) try the café near the Smith Bookshop.

Thanking

a) doing such a great job on the Smith proposal.

b) all the work you did for us last week.

Attachments

a) the file you requested.

b) a copy of my proposal.

Closing Comments

a) contact us if you have any queries.

b) meeting you in Brno.

4. *TASK: Now add **one phrase** from the box to match the appropriate **function** in question (2b).*

I'm writing about..

Let's..

Great to hear..

I'm not sure what you mean here.

Unfortunately we won't be able to..

I'm really looking forward to..

Could you tell me..

I'm delighted to inform you all..

Many thanks - I really appreciate..

I have attached..

I was wondering if you could..

