

**Email opening and closing jigsaw puzzle game****Formal, neutral and informal emailing phrases**

*Brainstorm at least two phrases into each of the boxes below.*

	<b>Very formal (e.g. job applications and legal-sounding complaints)</b>	<b>Standard/ Neutral/ Medium-level formality/ Everyday business level</b>	<b>Informal/ Friendly</b>
<b>Opening greeting</b>			
<b>Opening line</b>			

<b>Closing line</b>			
<b>Closing greeting</b>			
<b>Name at the end</b>			

*Put the cards that you are given into the same categories.*

*Hint 1: There should be 17 in each column.*

*Subdivide the cards by matching them by function. Each function has three cards, one for each level of formality, for example very formal addressing more than one person, medium-level addressing more than one person, and informal/ friendly addressing more than one person.*

*Hint 2: Ones with the same function are the same size as each other.*

*Hint 3: They should fit exactly into the spaces given above.*

*Check your answers with the answer key.*

*Test each other in pairs or small groups:*

- Read out sentences and see if your partner can work out the level of formality
- Read out sentences and see if your partner can work out the position in an email and level of formality
- Read out sentences and help your partner to make sentences with a different level of formality of the same function

**Cards to cut up/ Suggested answers**

	<b>Very formal (e.g. job applications and legal-sounding complaints)</b>	<b>Standard/ Neutral/ Medium-level formality/ Everyday business level</b>	<b>Informal/ Friendly</b>
<b>Opening greeting</b> To one person	Dear Sir or Madam Dear Mr Jones Dear Ms Jones Dear Dr Jones Dear Professor Jones	Dear Mr Jones Dear Ms Jones Dear Dr Jones Dear Professor Jones Dear John	Hi John John Hi! (nothing)
To more than one person	To whom it may concern	Hi everyone Dear all To: All sales staff	Hi guys
<b>Opening line</b> Topic	I am writing to you in connection with/ with regards to/ concerning/ regarding...	I'm writing to you about...	About... Re:...
Topic with verb	I am writing to you in order to...	I'm writing to...	Writing to...
Last contact	Thank you for your email, which I received yesterday.	Thanks for your email yesterday.	I got your mail. I just got your reply.
After reply	Thank you very much for your rapid reply.	Thanks for your quick reply.	Wow! That was quick!
General social question	I hope you and your family are well.	How are you? I hope you are well.	How's it going? How's life? How are things? Wassup?
Specific social question	I hope you had a good weekend.	How was your weekend? Hope you had a good weekend.	Good weekend?

<b>Closing line</b> Reply!	I look forward to hearing from you soon.	I'm looking forward to hearing from you soon.	Write soon!
Offer more info	If you require any further information, please do not hesitate to contact me at any time.	If you need any more information, please let me know.	Just drop me a line if you need more info.
Offer more answers	If you have any further questions, please do not hesitate to contact me at any time.	If you've got any more questions, please contact me	Any more questions, just ask.
End a request	Thank you in advance. Any assistance you could give me in this matter would be greatly appreciated.	Thanks. Thanks in advance.	Cheers.
Mention next contact	I hope we have the opportunity to meet again soon. I look forward to seeing you then.	See you then.	CU then!
Check if OK	I hope that is acceptable with you.	Hope that's okay. I hope that's okay.	OK? Sound OK?
Apology (again)	Once again, please accept our sincerest apologies for any inconvenience that might have been caused by this problem.	Sorry about that. Please accept my apologies for any inconvenience caused.	Sorry 'bout that. Sorry!!
<b>Closing greeting</b>	Yours sincerely Yours faithfully Sincerely yours	Best regards Yours All the best Best wishes	Lots of love Hugs and kisses XXX XOXO
<b>Name at the end</b>	A.M.Case (Mr)	Alex Alex Case	A (nothing)