



Emailing Functions Correction and Brainstorming

Work in pairs to correct the phrases below. Each has one mistake.

Dear all students

Dear Sirs or Madams

Dear Mr Alex Case

This is Alex Case and I work for the BBC.

Thank you for meet me last week.

Thank you for quick reply.

How do you do?

I write to you about...

I'm afraid but...

We like to apologise for...

Would you send me your name and address?

You must to apply at your local ward office.

You are advise to apply at your local ward office.

Please turn left.

Am I allow to...?

I would like to meet you on Friday afternoon, if you are convenient.

Please complete it until Friday.

The document attached.

I look forward to hearing from you today or tomorrow./ If you have any further information, please do not hesitate to contact me.

Best regard

Check your answers as a class.

What are the functions of those sentences? (They all have at least slightly different functions).



Match those phrases to these functions.

- Addressing a group of people
- Addressing people by name
- Addressing people whose names you don't know
- Apologising/ Dealing with complaints
- Asking for permission
- Closing greeting
- Closing line
- Explaining the topic of the email/ Explaining the reason for writing
- Friendly opening lines/ Opening lines with a personal touch
- Giving bad news
- Giving deadlines
- Giving directions
- Introducing yourself
- Mentioning previous contact
- Mentioning previous email communication
- Requests
- Soft obligation/ Polite obligation
- Strong obligation
- Suggesting appointments/ meetings
- Talking about attachments and links

Check your answers as a class.

Try to think of at least two more sentences for each function. It doesn't matter if you change details in the original phrase as long as your sentence has the same function.



Suggested answers

- Addressing a group of people –Dear all/ Hi everyone/ To: All students
- Addressing people whose names you don't know - Dear Sir or Madam/ Dear Sir/ Madam/ Dear Sir/ Dear Sirs (*but the last two are quite old fashioned*)/ To whom it may concern (*but only if you really have no idea who or how many people might read it*)
- Addressing people by name –Dear Alex/ Dear Mr Case/ Dear Alex Case (*but only if you don't know the gender or which name is which*)/ Hi Alex
- Introducing yourself –My name is Alex Case and I work for the BBC./ I should perhaps start by introducing myself. My name...
- Mentioning previous contact –Thank you for meeting me last week./ It was a pleasure to meet you last week./ Thanks for taking the time to meet me last week.
- Mentioning previous email communication –Thank you for your quick reply./ Thank you for getting back to me so quickly./ Thank you for your email.
- Friendly opening lines/ Opening lines with a personal touch - How are you?/ How are things?/ How's it going?/ I hope you had a good weekend./ I hope you have recovered from your cold./ I was sorry to hear
- Explaining the topic of the email/ Explaining the reason for writing –I am writing to you about.../ I am writing to you regarding.../ I'm writing to you in connection with.../ Re:...
- Giving bad news - I'm afraid.../ Unfortunately,.../ I'm sorry but.../ We regret to inform you that.../ I'm sorry to have to tell you that...
- Apologising/ Dealing with complaints - We would like to apologise for.../ Please accept our (sincere) apologies for.../ We are very sorry that...
- Requests - Would you send me your name and address? – Could you (possibly) send me your name and address?/ I would be grateful if you could send me your name and address.
- Strong obligation– You must apply at your local ward office./ You are required to apply at your local ward office./ It is vital that you apply at your local ward office.
- Soft obligation/ Polite obligation– You are advised to apply at your local ward office./ You should apply at your local ward office./ We recommend applying at your local ward office.
- Giving directions– Turn left./ Take the.. turning on the left./ Turn into the street on your left.
- Asking for permission– Am I allowed to...?/ Is... allowed?/ Do I have permission to...?/ Is it okay for me to...?
- Suggesting appointments/ meetings– I would like to meet you on Friday afternoon, if that is convenient with you./ I would like to meet you on Friday afternoon, if you are available./ I would like to meet you on Friday afternoon, if you are free.
- Giving deadlines – Please complete it by Friday./ Please complete it before the weekend./ The deadline for this is Friday./ We cannot accept ... later than Friday.
- Talking about attachments and links– The document is attached./ I have attached the document./ Please find the document attached./ Please see the attached document.
- Closing line I look forward to hearing from you soon./ If you have any further questions, please do not hesitate to contact me./ If you need any further information, please let me know./ Thanks in advance./ Thank you for your cooperation (*but only for commands*)
- Closing greeting –Best regards/ Regards/ Yours/ All the best/ Best wishes