



**Classify and rank the formal and informal business email phrases**

Dear Sir or Madam	Dear Mr/ Ms/ Dr + family name	To: All sales staff
Dear + first name	Dear all	
Hi + first name	Hi everyone	
Hi	first name	Hi guys
Thank you for your email yesterday.	Thank you for your quick reply.	
Thanks for meeting me last week to talk about...	I was delighted to receive your email saying...	
I was so happy to get your email this morning about...		
I am writing to you in connection with...	I am writing to you in order to...	I am writing to you regarding...
I'm writing to you about...	I'm writing to you to...	
About...	Re:...	
I hope you are well.		
How are you?	Hope you had a good weekend.	Hope you enjoyed the conference last week.
How's it going?	How are things?	How's life?
Wassup?	Alright?	
Could you possibly...?	Would you mind...?	



Could you...?		
Can you...?		
Please find the information attached.	I have pasted in the required information below.	The information is attached.
Here's the info you asked for.		
I look forward to hearing from you.	I look forward to hearing from you soon.	I look forward to our next meeting.
I'm looking forward to hearing from you.	I'm looking forward to hearing from you soon.	I hope we have the chance to meet again soon.
Looking forward to hearing from you.	Looking forward to seeing you again soon.	
Write soon!	Can't wait until our next meeting!	
If you need any further information, please do not hesitate to contact me.	If you have any questions, please do not hesitate to contact me.	
If you need to know anything else, please let me know.		
If you need any more info, just drop me a line.	If anything isn't clear, feel free to ask.	
Yours sincerely	Sincerely yours	Yours faithfully
Yours	Best regards	
All the best	Best wishes	
Cheers	See you	

*If you get stuck, use these hints to help you:*

There are nine categories

No more than three have the same function and level of formality, and sometimes just one

The smallest categories have four items and the biggest categories have ten items.

*The functions of the categories are:*

- 1 Opening greeting
- 2 Opening line – talking about last contact
- 3 Opening line – mentioning the topic
- 4 Opening line – friendly, sociable phrases
- 5 Requests
- 6 Mentioning contents
- 7 Closing line – Mentioning next contact
- 8 Closing line – Offering more help
- 9 Closing greeting

*What are the general differences between formal and informal emailing phrases?*

*Without looking back, brainstorm as many phrases as you can into the gaps below.*

Dear Sir or Madam		
Hi		
Thank you for your email yesterday.		
I was so happy to get your email this morning about...		
I am writing to you in connection with...		
About...		
I hope you are well.		
Wassup?		
Could you possibly...?		



Can you...?		
Please find the information attached.		
Here's the info you asked for.		
I look forward to hearing from you.		
Write soon!		
If you need any further information, please do not hesitate to contact me.		
If you need any more info, just drop me a line.		
Yours sincerely		
Cheers		