

Emailing - Informal or error simplest responses game

Without looking below, listen to your teacher say two similar phrases and try to work out which is not used in emails (because it's a strange combination of words, because it's a grammar mistake, etc) and hold up a card or say A or B to show which one you think is wrong. The other one is common in informal emails, so if you think about what is a usual way of being casual/ friendly, then you can choose the other one as the mistake. Also, if one seems formal, then it is probably the one with a mistake. There is always one wrong sentence and one correct informal one in each pair, so you can raise either A or B each time.

Cross out the error and circle the informal phrase in each pair of phrases below.

Cards to hold up

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

Language to classify as informal or wrong**Starting emails informal or error****Opening greetings****Opening greetings to one person**

A: Hi John

B: To John

A: Hello again

B: Hi again

Opening greetings to more than one person

A: Hi all

B: Hi everyone

A: Dear guys

B: Hi guys

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

A: Thank for your email.

B: Thanks for your mail.

A: Thanks for your emailing.

B: Was so nice to hear from you.

A: Thanks for your quickly reply.

B: Wow! That was quick!

A: Thanks for lending me a hand with the residents' meeting.

B: Thank you for your support always.

A: It was lovely to see you again last night.

B: Thank you for agree to meet with me last week.

A: Just have your mail.

B: Just got your mail.

A: Sorry for late reply.

B: Sorry it's been so long since I was last in touch.

A: Long time no see!

B: Long time we no see!

A: Sorry, guess you're really busy at the mo', but...

B: Sorry to bother you.

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

A: Just a quick note to say that...

B: Just few words about...

A: I write to you concerning...

B: Writing about...

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

B: Sorry to write out of the blue, but...

A: Sorry, another email yet about...

B: Sorry, yet another email about...

A: I don't have long for writing, but I thought I should inform you that...

B: Got to go into a meeting in a sec', but thought you should know that...

A: Not rush on this, but...

B: Not sure if I've got the right person, but...

Social opening lines/ Friendly opening lines

A: How's going?

B: How's it going?

A: How're you doing?

B: How's it doing?

A: Good weekend?

B: How's your weekend?

A: Hope you've recovered from your hangover!

B: I hope you'd recovered from your hangover.

A: I just hear about the tsunami over there. Are you OK?

B: Just heard about the tsunami over there. You OK?

A: Congrats on your promotion!

B: I'd like to congratulations you on your promotion.

A: Been busy?

B: Have you busy?

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

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

B: Looking forward to hearing from you.

A: I look forward to hearing from you by Friday.

B: Looking forward to hearing from you soon.

Closing lines offering more communication/ help (if needed)

A: Any more questions, just drop me a line.

B: If you need any more questions, please contact me.

A: If you need another information, please feel free to contact me.

B: If you need any more info, just let me know.

Other closing lines mentioning the next contact between you

A: I expect to see you there.

B: Looking forward to seeing you there.

A: Can't wait to see you then!

B: I'm waiting to see you then.

A: Keep in the contact.

B: Keep in touch!

A: Please write ASAP.

B: Write soon!

A: I hope we have chance to meet again soon.

B: Speak to you then.

Closing lines for (big) requests

A: Any assistance you can give me in this matter would be gratefully appreciated.

B: Cheers.

A: Thank you in the advance.

B: Thanks.

Closing lines for instructions/ commands/ orders

A: Thank you for cooperating.

B: Thanks

Closing lines with apologies/ Closing lines when responding to complaints

A: Hope that's OK.

B: Once again, please accept our apologise for any inconvenience caused.

A: Thank you for understanding.

B: Thanks for your patience.

Social closing lines/ Friendly closing lines

A: Have a good one.

B: I hope you have good weekend.

A: Please give my best regard to Mr Smith.

B: Say "Hi" to John from me.

Other closing lines

A: Sound okay?

B: Thanks again for bringing this matter to attention.

Closing greetings

A: Best regard

B: All the best

A: Best wishes

B: Your sincerely

A: BW

B: YS

Name at the end of emails

A: Alex

B: Mr Alex Case

A: A.

B: Case

Body of the email informal or error**Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

A: Here's the info.

B: Please find the attached document.

A: Check out the first page for...

B: If you look at first page, you will see...

Requests

A: Can you give me a hand with...?

B: I would be very grateful if you could...?

A: You couldn't do me a huge favour and..., could you?

B: Would you possibly help me with...?

Enquiries/ Asking for information

A: At first, I'd like to know...

B: You don't happen to know..., do you?

Answering questions/ Giving information

A: Answers below.

B: Please find my below answers.

Making arrangements/ Changing arrangements/ (Re) scheduling

A: I'd like to meet at seven a.m. on Saturday if you are convenient.

B: Sorry, can't make it Sat. How about Mon?

Apologising/ Responding to complaints

A: I would like to apologies for...

B: Soooo sorry about...

Giving bad news

A: Bad news, I'm afraid.

B: We regret informing you that...

Giving good news

A: Great news – ...!

B: We are please to announce that...

Checking progress

A: Just wanted to check where you are with...

B: Please update me on...

Invitations

A: Going to... Do you fancy coming along?

B: Would you like to go out for dinner on this Wednesday?

Suggested answers

The correct informal one in each pair is underlined. Make sure that you know what makes that phrase informal and what makes the other phrase something we wouldn't write.

Starting emails informal or error

Opening greetings

Opening greetings to one person

A: Hi John

B: To John

A: Hello again

B: Hi again

Opening greetings to more than one person

A: Hi all

B: Hi everyone

A: Dear guys

B: Hi guys

Opening lines

Opening lines mentioning the last contact between you

A: Thank for your email.

B: Thanks for your mail.

A: Thanks for your emailing.

B: Was so nice to hear from you.

A: Thanks for your quickly reply.

B: Wow! That was quick!

A: Thanks for lending me a hand with the residents' meeting.

B: Thank you for your support always.

A: It was lovely to see you again last night.

B: Thank you for agree to meet with me last week.

A: Just have your mail.

B: Just got your mail.

A: Sorry for late reply.

B: Sorry it's been so long since I was last in touch.

A: Long time no see!

B: Long time we no see!

A: Sorry, guess you're really busy at the mo', but...

B: Sorry to bother you.

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

A: Just a quick note to say that...

B: Just few words about...

A: I write to you concerning...

B: Writing about...

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

B: Sorry to write out of the blue, but...

A: Sorry, another email yet about...

B: Sorry, yet another email about...

A: I don't have long for writing, but I thought I should inform you that...

B: Got to go into a meeting in a sec', but thought you should know that...

A: Not rush on this, but...

B: Not sure if I've got the right person, but...

Social opening lines/ Friendly opening lines

A: How's going?

B: How's it going?

A: How're you doing?

B: How's it doing?

A: Good weekend?

B: How's your weekend?

A: Hope you've recovered from your hangover!

B: I hope you'd recovered from your hangover.

A: I just hear about the tsunami over there. Are you OK?

B: Just heard about the tsunami over there. You OK?

A: Congrats on your promotion!

B: I'd like to congratulations you on your promotion.

A: Been busy?

B: Have you busy?

Ending emails informal or error

Closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

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

B: Looking forward to hearing from you.

A: I look forward to hearing from you by Friday.

B: Looking forward to hearing from you soon.

Closing lines offering more communication/ help (if needed)

A: Any more questions, just drop me a line.

B: If you need any more questions, please contact me.

A: If you need another information, please feel free to contact me.

B: If you need any more info, just let me know.

Other closing lines mentioning the next contact between you

A: I expect to see you there.

B: Looking forward to seeing you there.

A: Can't wait to see you then!

B: I'm waiting to see you then.

A: Keep in the contact.

B: Keep in touch!

A: Please write ASAP.

B: Write soon!

A: I hope we have chance to meet again soon.

B: Speak to you then.

Closing lines for (big) requests

A: Any assistance you can give me in this matter would be gratefully appreciated.

B: Cheers.

A: Thank you in the advance.

B: Thanks.

Closing lines for instructions/ commands/ orders

A: Thank you for cooperating.

B: Thanks

Closing lines with apologies/ Closing lines when responding to complaints

A: Hope that's OK.

B: Once again, please accept our apologise for any inconvenience caused.

A: Thank you for understanding.

B: Thanks for your patience.

Social closing lines/ Friendly closing lines

A: Have a good one.

B: I hope you have good weekend.

A: Please give my best regard to Mr Smith.

B: Say "Hi" to John from me.

Other closing lines

A: Sound okay?

B: Thanks again for bringing this matter to attention.

Closing greetings

A: Best regard

B: All the best

A: Best wishes

B: Your sincerely

A: BW

B: YS

Name at the end of emails

A: Alex

B: Mr Alex Case

A: A.

B: Case

Body of the email informal or error**Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

A: Here's the info.

B: Please find the attached document.

A: Check out the first page for...

B: If you look at first page, you will see...

Requests

A: Can you give me a hand with...?

B: I would be very grateful if you could...?

A: You couldn't do me a huge favour and..., could you?

B: Would you possibly help me with...?

Enquiries/ Asking for information

A: At first, I'd like to know...

B: You don't happen to know..., do you?

Answering questions/ Giving information

A: Answers below.

B: Please find my below answers.

Making arrangements/ Changing arrangements/ (Re) scheduling

A: I'd like to meet at seven a.m. on Saturday if you are convenient.

B: Sorry, can't make it Sat. How about Mon?

Apologising/ Responding to complaints

A: I would like to apologies for...

B: Soooo sorry about...

Giving bad news

A: Bad news, I'm afraid.

B: We regret informing you that...

Giving good news

A: Great news – ...!

B: We are please to announce that...

Checking progress

A: Just wanted to check where you are with...

B: Please update me on...

Invitations

A: Going to... Do you fancy coming along?

B: Would you like to go out for dinner on this Wednesday?

Error correction stage

Change each phrase below to make it correct. You usually only need to change one or two words, but a few need to be completely rewritten.

Opening greetings to one person

To John

Hi again

Opening greetings to more than one person

Hi all

Dear guys

Opening lines mentioning the last contact between you

Thank for your email.

Thanks for your quickly reply.

Thank you for agree to meet with me last week.

Just have your mail.

Sorry for late reply.

Long time we no see!

Sorry to bother you.

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

Just few words about...

I write to you concerning...

Sorry to so soon write again, but...

Sorry, another email yet about...

I don't have long for writing, but I thought I should inform you that...

Not rush on this, but...

Social opening lines/ Friendly opening lines

How's going?

I hope you'd recovered from your hangover.

I just hear about the tsunami over there. Are you OK?

I'd like to congratulations you on your promotion.

Ending emails**Closing lines when you need a reply**

I'm looking forward to hear from you.

I look forward to hearing from you by Friday.

Closing lines offering more communication/ help (if needed)

If you need any more questions, please contact me.

If you need another information, please feel free to contact me.

Other closing lines mentioning the next contact between you

I expect to see you there.

I'm waiting to see you then.

Keep in the contact.

Please write ASAP.

I hope we have chance to meet again soon.

Closing lines for (big) requests

Any assistance you can give me in this matter would be gratefully appreciated.

Thank you in the advance.

Closing lines for instructions/ commands/ orders

Thank you for cooperating.

Closing lines with apologies/ Closing lines when responding to complaints

Once again, please accept our apologise for any inconvenience caused.

Thank you for understanding.

Social closing lines/ Friendly closing lines

I hope you have good weekend.

Please give my best regard to Mr Smith.

Other closing lines

Thanks again for bringing this matter to attention.

Closing greetings

Best regard

Your sincerely

Name at the end of emails

Mr Alex Case

Case

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)
Please find the attached document.

If you look at first page, you will see...

Requests

I would be very grateful if you could...?

Would you possibly help me with...?

Enquiries/ Asking for information

At first, I'd like to know...

Answering questions/ Giving information

Please find my below answers.

Making arrangements/ Changing arrangements/ (Re) scheduling

I'd like to meet at seven a.m. on Saturday if you are convenient.

Apologising/ Responding to complaints

I would like to apologies for...

Giving bad news

We regret informing you that...

Giving good news

We are please to announce that...

Checking progress

Please update me on...

Invitations

Would you like to go out for dinner on this Wednesday?

Compare your corrections as a class or with the suggested answers below. Many different corrections are possible, so please check if you wrote something different.

Suggested corrections

Other corrections of the mistakes above are possible, so please check if you wrote something different.

Opening greetings to one person

Hi John

Hello again

Opening greetings to more than one person

Hi everyone/ Dear all

Hi guys

Opening lines mentioning the last contact between you

Thanks for your email./ Thank you for your email.

Thanks for your quick reply.

Thank you for agreeing to meet with me last week.

Just got your mail./ I just got your email.

Sorry for my late reply.

Long time no see!

Sorry, I'm sure you are very busy, but...

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

Just a few words about...

I'm writing to you concerning...

Sorry to write again so soon, but...

Sorry, yet another email about...

I don't have long to write, but I thought I should inform you that...

No rush on this, but...

Social opening lines/ Friendly opening lines

How's it going?

I hope you've recovered from your hangover.

I just heard about the tsunami over there. Are you OK?

I'd like to congratulate you on your promotion.

Ending emails**Closing lines when you need a reply**

I'm looking forward to hearing from you.

I look forward to hearing from you soon.

Closing lines offering more communication/ help (if needed)

If you have any more questions, please contact me.

If you need any more information, please feel free to contact me.

Other closing lines mentioning the next contact between you

I look forward to seeing you there.

I'm looking forward to seeing you then./ Can't wait to see you then.

Keep in touch.

I look forward to hearing from you soon./ Write soon!

I hope we have the chance to meet again soon.

Closing lines for (big) requests

Any assistance you can give me in this matter would be greatly appreciated.

Thank you in advance.

Closing lines for instructions/ commands/ orders

Thank you for your cooperation.

Closing lines with apologies/ Closing lines when responding to complaints

Once again, please accept our apologies for any inconvenience caused.

Thank you for your understanding.

Social closing lines/ Friendly closing lines

I hope you have a good weekend.

Please give my best regards to Mr Smith.

Other closing lines

Thanks again for bringing this matter to my/ our attention.

Closing greetings

Best regards

Yours sincerely

Name at the end of emails

Alex Case/ Alex Case (Mr)

Alex

Body of the email**Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

Please find the document attached.

If you look at the first page, you will see...

Requests

I would be very grateful if you could...

Could you possibly help me with...?

Enquiries/ Asking for information

First/ First of all/ Firstly, I'd like to know...

Answering questions/ Giving information

Please find my answers below.

Making arrangements/ Changing arrangements/ (Re) scheduling

I'd like to meet at seven a.m. on Saturday if you are available/ if that is convenient with you.

Apologising/ Responding to complaints

I would like to apologise/ apologize for...

Giving bad news

We regret to inform you that...

Giving good news

We are pleased to announce that...

Checking progress

Can you update me on...?

Invitations

Would you like to go out for dinner on Wednesday/ this Wednesday?

Formality transformations stage

The phrases below are all (a little or much) more formal than the correct informal versions above. Without looking above, try to make them more casual (without making them wrong).

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

Dear John

Opening greetings to more than one person

Dear all

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

Thank you for your email.

Thanks for your quick reply.

Thanks for helping me with the residents' meeting.

Sorry, I guess that you're really busy at the moment, but...

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

This is just a quick note to say that...

I'm writing about...

Sorry, this is yet another email about...

I have to go into a meeting in a second, but I thought you should know that...

I'm not sure if I've got the right person, but...

Social opening lines/ Friendly opening lines

How are you?

Did you have a good weekend?

I hope you've recovered from your hangover.

I just heard about the tsunami over there. Are you OK?

Congratulations on your promotion!

Have you been busy?

Ending emails**Closing lines**

Closing lines talking about the next contact between you

Closing lines when you need a reply

I'm looking forward to hearing from you (soon).

Closing lines offering more communication/ help (if needed)

If you have any more questions, just drop me a line.

If you need any more information, please let me know.

Other closing lines mentioning the next contact between you

I'm looking forward to seeing you there.

I can't wait to see you then!

Closing lines for (big) requests

Thanks

Closing lines with apologies/ Closing lines when responding to complaints

I hope that's OK with you.

Thank you for your patience.

Social closing lines/ Friendly closing lines

Have a good weekend.

Give my best regards to John.

Other closing lines

Does that sound okay?

Closing greetings

All the best

Name at the end of emails

Alex Case

Body of the email

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)
I've attached the information.

Look at the first page for...

Requests

Can you help me with...?

Could you do me a huge favour and...,?

Enquiries/ Asking for information

Do you know...?

Answering questions/ Giving information

My answers are below.

Making arrangements/ Changing arrangements/ (Re) scheduling

Sorry, I can't make it on Saturday. How about Monday?

Apologising/ Responding to complaints

I'm so sorry about...

Giving bad news

There is some bad news, I'm afraid.

Checking progress

I just wanted to check your progress with...

Invitations

We are going to... Would you like to come along?

Check with the worksheets above. Many other correct informal versions are possible, so please check if you wrote something different.

Test each other on the phrases:

- Play the same finding which of the two phrases is wrong activity
- Say the wrong phrase and see if your partner can say a better version
- Say a more formal (but correct) version and see if your partner can make it more informal
- Say one of the informal phrases and see if your partner can make it more formal (with a little more formal or much more formal both okay)
- Say a correct informal phrase with a missing word for your partner to complete
- Say one of the headings above and help your partner make correct (formal and/ or informal) phrases

Brainstorming stage

Brainstorm suitable phrases into the categories below, check above, and brainstorm more..

Starting emails**Opening greetings****Opening greetings to one person****Opening greetings to more than one person****Opening lines****Opening lines mentioning the last contact between you****Opening lines with the subject of the email/ reason for writing****Social opening lines/ Friendly opening lines**

Ending emails

Closing lines

Closing lines talking about the next contact between you

Closing lines when you need a reply

Closing lines offering more communication/ help (if needed)

Other closing lines mentioning the next contact between you

Closing lines for (big) requests

Closing lines with apologies/ Closing lines when responding to complaints

Social closing lines/ Friendly closing lines

Other closing lines

Closing greetings

Name at the end of emails

Body of the email

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

Requests

Enquiries/ Asking for information

Answering questions/ Giving information

Making arrangements/ Changing arrangements/ (Re) scheduling

Apologising/ Responding to complaints

Giving bad news

Checking progress

Invitations

Compare your extra ideas as a class and/ or with a big list of emailing phrases.