

# PURLANDTRAINING.COM

## Writing – Formal and Informal

### 20 Standard Phrases for Business Emails

a) Translate the following standard **business English phrases** into your L1:

- a) Just wanted to remind you about... b) Please see the attached document. c) Dear Mr. Jones.  
d) Let me know ASAP. e) I've attached the doc. f) I would be grateful if you could... g) All the best.  
h) Thank you very much for your prompt reply. i) Sorry for not being in touch earlier. j) Kind regards.  
k) Please accept our apologies for the late reply. l) I'm just getting back to you about... m) Hi Janet.  
n) Sorry, but we can't... o) Please would you confirm no later than the fourteenth. p) How are you?  
q) Unfortunately, following a detailed consultation with the directors, it will not be possible to...  
r) I am writing with regards to... s) I do hope this email finds you well. t) Can you send me...?

b) Add the phrases to the table below, writing the letters in the correct places:

	Formal:	Informal:
1. Addressee		
2. Greeting		
3. Replying		
4. Reason for Writing		
5. Attachments		
6. Apologising		
7. Bad News		
8. Requesting		
9. Expectations		
10. Final Greetings		

c) Write your own business email phrases in each column:

	Formal:	Informal:
1. Addressee		
2. Greeting		
3. Replying		
4. Reason for Writing		
5. Attachments		
6. Apologising		
7. Bad News		
8. Requesting		
9. Expectations		
10. Final Greetings		

d) Write a formal email and an informal email using the phrases in a), then two more using your phrases.

# PURLANDTRAINING.COM

## Writing – Formal and Informal

### 20 Standard Phrases for Business Emails

*Answers:*

*a) Answers will vary.*

*b)*

	<i>Formal:</i>	<i>Informal:</i>
1. Addressee	c)	m)
2. Greeting	s)	p)
3. Replying	h)	l)
4. Reason for Writing	r)	a)
5. Attachments	b)	e)
6. Apologising	k)	i)
7. Bad News	q)	n)
8. Requesting	f)	t)
9. Expectations	o)	d)
10. Final Greetings	j)	g)

*c) Answers will vary.*

*d) Answers will vary.*