

Writing emails in English test

Name: _____

Part One: Gap fill – 10 minutes

Put ONE WORD into each of the gaps below. Sometimes more than one word is possible, but don't put more than one answer into the gaps. There are no marks off for wrong answers, so please feel free to guess if you aren't sure about the answer.

1. Thank _____ for your understanding.
2. I'm writing to _____ in order to enquire about...
3. I _____ like to enquire about...
4. If you have any more questions, please _____ me know.
5. I'm _____ forward to receiving your comments.
6. Here _____ the information that you asked for.
7. Sorry for my late _____.
8. Thank you in _____.
9. To: _____ staff
10. Say " _____ " to John from me.
11. I'd like to _____ for some information about...
12. Please do not hesitate to _____ me if I can be of any further assistance.
13. That is perfect for me. I look forward to _____ you then.
14. I _____ that you and your family are well.
15. I'll finish it as soon as I _____.
16. Any feedback you can give me on this would be gratefully _____.
17. I would be very _____ if you could take action in the next few days.
18. I _____ love to come, but...
19. Please _____ my regards to John.
20. Please _____ the attached XL document for more details.
21. I'm available the _____ after tomorrow, if that is convenient with you.
22. I'm sorry that it _____ taken me so long to reply to your email.
23. I'm afraid I'm attending a conference overseas on that _____.
24. Unfortunately, I have another meeting at that _____.
25. How _____ things?
26. It was a _____ to meet you yesterday.
27. This is just a _____ note to say...
28. Once again, please accept our _____ for any inconvenience this may have caused.
29. If you need any further details, please feel _____ to contact me at any time.
30. Are you _____ to meet on Monday 25th?
31. Do you _____ time to meet on Monday 25th?
32. I'll _____ back to you by Tuesday with our final decision.

Part Two: Add the right opening and closing phrases to the emails – 15 minutes

*Add suitable phrases to each of the gaps below, **making sure you have the right level of formality or friendliness**. It can help to think about the function and level of formality of the rest of the email. Sometimes more than one phrase is possible, but just write what seems to be the best option. **Please write different things in each gap below.***

Dear Jane

I am writing to you about the next series of workshops, which will take place in September.

I was wondering if this time it might be possible to use the Chancellor's Office. This would be in order to give a favourable impression to our rather important guests.

1. _____

All the best

Alex

Dear Mr Jones

Thank you for your email asking for information about our summer courses.

In answer to your first question, the courses start at various times from the last week of July to the third week of August. Some courses run at more than one date.

You also asked us about methods of payment. We accept bank transfers as well as credit cards, but please note that you must cover any international transfer fees.

2. _____

Yours

Alex Case (Mr)

Hi Steve

Hope you had a good time in Stockholm.

I'll be in Daytona the week after next and was hoping you might be available to meet up. I'll be there from the 14th to the 17th.

Looking forward to your reply.

3. _____

Alex

Dear Ms Cho

4. _____

The deadline for payment of course fees was the day before yesterday, so please come to our office and pay as soon as possible to secure your place on the course. Please note that at this late stage payment must be in cash.

I look forward to hearing from you soon.

Sincerely

Alex Case

5. _____

Thanks again for putting my article up on your website. I have just linked to it on my blog.

Unfortunately, one detail in the accompanying bio is not quite correct. "Department of Physics" should be "Department of Astrophysics". Could you possibly change that part?

Thanks in advance.

Yours sincerely,

Alex Case

6. _____

I am writing to you in order to ask for information about your new range of lab equipment. My three main questions are below.

First of all, I'd like to ask about your discount policy. Would the equipment be cheaper if we bought several at the same time?

Secondly, I have a question about your after sales service. Is it free as long as we own the products or do we have to pay for it on a regular basis?

Lastly, could you tell me how long it will be before the next update to these products? We are very keen not to buy products which will shortly become out of date.

I look forward to your reply.

Yours faithfully
Alex Case (Mr)

Hi Jaime

7. _____ . It's great to hear that you can come.

Our office is quite difficult to find, so thought I'd explain how to get here. After you get out of the train at Mita Station, take Exit 3B. Cross the road straightaway and go through the entrance opposite you. It's the only brick building so should be quite easy spot.

Please let me know if anything isn't clear, or of course give us a ring if you get lost.

Best wishes

Al

Dear Sir or Madam

I'm writing to order some supplies for our graduation party next week. Can you provide us with 4000 of your plastic wine glasses, code number 54GG? The red ones are best, but your website says these are out of stock, in which case beige is fine.

We'd also like to order paper tablecloths and napkins. If possible, could you check what our last order was and supply us with the same?

Please let me know if there are any problems with that order of if you need more information.

Sincerely yours

8. _____

Part Three: Email writing task – 35 minutes

Choose **one** of the tasks below and write a suitable email with the function and level of formality given, **making sure you include suitable opening and closing lines and greetings**. Please double check your grammar, spelling, etc and then **if you still have time you can write a reply to that email if you like**.

1. **Apologising/ Responding to complaints – (Very) formal**
2. **Giving advice/ Giving feedback/ Recommending/ Suggesting – Medium formality**
3. **Introducing yourself/ Making contact with someone – (Very) formal**
4. **Changing arrangements (rescheduling a meeting etc) – (Very) formal**
5. **Making complaints (= Complaining) – (Very) formal**
6. **Thanking (e.g. acknowledging receipt of something) – Medium formality**

Task you chose: _____

Space for brainstorming and planning (optional)

