

**Chain business emails game – Lower-level version**  
**with job application cover letters, responding to complaints, responding to invitations/ making arrangements, and enquiries**

**Instructions for teachers**

*Photocopy one copy of Worksheet 1- Example Letter and one copy of Email/ Letter A per student.*

*Give out the copies of Worksheet 1 and have students answer the question. Answer: It is a bad email/ letter, because although the language is fine some of answers make no sense and the different lines don't tie together at all. Explain that it doesn't make any sense because each person wrote only one line without seeing any other part of the email, and that they are going to try the same thing.*

*Take any questions about the Example Letter, then give out the copies of Email/ Letter A. Students fill the gaps in the first section and fold along the dotted line so the next person can't read what they have written. They then pass it to the next person in a circle. They then fill in the second part of the one that they have received, fold, pass to the same person as they passed to before etc, continuing in the say until the emails are all finished. Students then pass them one more time, open up and read the one received, and discuss if they make sense and are good emails. Repeat with one or more of the other versions if you wish.*

### Worksheet 1 - Example letter

*Read through the email/ letter below quickly. Is this a good or a bad email/ letter?*

To: Head of Human Resources, Microsoft Corporation

.....fold.....

Dear Sir or Madam

I am writing to you to apply for the job of top model

.....fold.....

which I saw in Flash magazine on Friday 13<sup>th</sup>.

.....fold.....

I think I am the perfect person for this job because I can speak English and use Word.

.....fold.....

People usually say I am a very quick-thinking person.

.....fold.....

I can also ride a motorbike very well.

.....fold.....

In the future I would like to have a job where I can make the world a better place.

.....fold.....

If you need a reference, please write to King Charles, Buckingham Palace, London, UK.

.....fold.....

I can come to your office for an interview on 12 December at midnight.

.....fold.....

I can start to work for you tonight.

.....fold.....

If you need any more information please contact me by text message.

.....fold.....

I look forward to hearing from you soon.

Yours faithfully

"The Rock" (Mr)

**E-mail/ letter A: Job application cover letter**

To: Head of Human Resources, \_\_\_\_\_ Ltd/ PLC/ Corporation

.....*fold*.....

Dear Sir or Madam

I am writing to you to apply for the job of \_\_\_\_\_...

.....*fold*.....

... which I saw in/ on \_\_\_\_\_ on \_\_\_\_\_

.....*fold*.....

I think I am the perfect person for this job because I can \_\_\_\_\_ and \_\_\_\_\_.

.....*fold*.....

People usually say I am a very \_\_\_\_\_ person.

.....*fold*.....

I can also \_\_\_\_\_ very well.

.....*fold*.....

In the future I would like to have a job where I can \_\_\_\_\_.

.....*fold*.....

If you need a reference from my past employer, please write to \_\_\_\_\_.

.....*fold*.....

I can come to your office for an interview on \_\_\_\_\_ at \_\_\_\_\_.

.....*fold*.....

I can start to work for you \_\_\_\_\_.

.....*fold*.....

If you need any more information please contact me by \_\_\_\_\_.

.....*fold*.....

I look forward to hearing from you soon.

Yours faithfully \_\_\_\_\_ (Mr/ Mrs/Ms/ Dr/ Sir/ Lord)

## Email/ Letter B: Responding to complaints

Re: \_\_\_\_\_

.....fold.....

Dear \_\_\_\_\_ (choose the name of a famous person)

.....fold.....

Thank you for your letter of \_\_\_\_\_.

.....fold.....

I am sorry about/ that \_\_\_\_\_.

.....fold.....

This was because \_\_\_\_\_.

.....fold.....

To make up for this we would like to offer \_\_\_\_\_.  
Please let us know if this is acceptable.

.....fold.....

Alternatively, it might be possible for us to \_\_\_\_\_.

.....fold.....

Please let us know by \_\_\_\_\_ which of these you would prefer.

.....fold.....

If you have any further questions or problems, please contact \_\_\_\_\_.

.....fold.....

Yours sincerely

\_\_\_\_\_ (sign and write name of another famous person)

**Email/ letter C: Responding to invitations/ Making arrangements**

Re: \_\_\_\_\_

.....fold.....

Dear \_\_\_\_\_ (choose the name of a famous person)

.....fold.....

Thank you for inviting me to \_\_\_\_\_.

.....fold.....

I am afraid I won't be free on \_\_\_\_\_ at \_\_\_\_\_.

.....fold.....

This is because I will be \_\_\_\_\_ ing \_\_\_\_\_ at that time.

.....

Why don't we \_\_\_\_\_ instead?

.....fold.....

If this is okay with you, can you \_\_\_\_\_  
me by \_\_\_\_\_?

.....fold.....

Hope to \_\_\_\_\_ you soon.

.....fold.....

All the best/ Yours/ Yours faithfully/ Yours sincerely/ Cheers

\_\_\_\_\_ (sign and write name of another famous person)

.....

## Email/ letter D: Enquiry/ Asking for information

Re: \_\_\_\_\_

.....fold.....

Dear \_\_\_\_\_ (choose the name of a famous person)

.....fold.....

I am writing to you because I need some information about \_\_\_\_\_.

.....fold.....

I tried looking for this information on/ in \_\_\_\_\_,  
but could not find what I was looking for. I hope you can help me with this.

.....fold.....

Could you please tell me if it's true that \_\_\_\_\_?

.....fold.....

Could you also please inform me of any changes in \_\_\_\_\_?

.....fold.....

On a different topic, can I ask for the latest news on \_\_\_\_\_?

.....fold.....

My final question is: \_\_\_\_\_?

If you can give me any information on any of these it would be a great help.

.....fold.....

Yours sincerely

\_\_\_\_\_ (sign and write name of another famous person)