

BUSINESS EMAILS SAMPLES

I. CHOOSE THE RIGHT ANSWER

Dear Mr Capello,

Thank you for your email of 17/10 **regarding/related/referring** the damaged packaging on your last order. I am **sorry/afraid/regret** that this was due to a technical defect on the packaging machine, which was not detected by the Quality Control team.

The machine has now been **repair/repairing/repared** and we are currently working on an action plan to prevent such an error in the future. I appreciate that you find this situation **unhappy/unsatisfactory/insufficient**. However, I would like to **draw/attract/get** your attention to the fact that our quality record so far this year has been excellent, and I hope you will see this incident as just a one-off.

I do apologize once again for the inconvenience **caused/made/happened** to your logistics team.

Yours sincerely,
Danny Ladlow

II. FILL IN THE GAPS WITH APPROPRIATE WORDS

Dear Ms Köpke,

I have been ——— your name by Maëlle Corbineau in Paris, who has recently used your agency for the recruitment of three Czech engineers.

We are ——— to open a new R & D unit in Poland in three months' time, and we are ——— in your playing a headhunting role for us in that country.

I would therefore be ——— if we could meet up some time soon to discuss our needs in more detail. Please ——— me know when and where this might be possible.

I look forward to ——— from you shortly.

Yours sincerely,
Didier Bergougnoux
Trollberg Engineering

III. CHOOSE THE RIGHT ANSWER

Hi Mark,

Only/Just/Now writing to say thanks again for agreeing to take my place at the fair next week. I've just got the video and **will/could/would** send it round so you can have a look at it. It's better than the old one.

Joe wasn't sure if he'd be free, but he can go with you **after all/after this/after everything** so you'll have help. He'll pick you up at home in the van. Is there any way **to/idea/you** could get Rita to go with you too - her German is pretty good, isn't it? Our contact guy over there - Norbert Kaufmann - is very helpful, so I **couldn't/won't/don't** think you'll have any problems. Thanks again for **all/anything/everything**.

Leo

IV. FILL IN THE GAPS WITH APPROPRIATE WORDS

Dear Luisa,

Thank you for the work you've done so far on researching a venue for our international promotional event. Unfortunately, the places you have found so far aren't exactly what I had in _____.

First of all, I asked you to find venues that were in a beautiful and peaceful setting. In other _____, out-of-town places with inspiring views, in order _____ attract the maximum number of visitors to the event. I certainly wasn't _____ a hotel complex on the edge of a business park.

Secondly, when I said that the conference centre should be within driving distance of an international airport, I _____ less than half an hour.

_____ we're really looking for here is an exceptional venue to launch an outstanding new range of products. Sorry, but could you have another go at it?

Best wishes,
Otto

V. PUT THE FOLLOWING LINES IN THE RIGHT ORDER

Dear Mr Zakario,

_____ outsourcing work to a local factory.
_____ Unless we can be assured of the services of a professional translator, we will have no option but to
_____ I feel you should be made aware of the quality of the service offered by your translator Ms Angelo
_____ I look forward to hearing from you.
_____ During our visit to the site, it became obvious that her English was nowhere near the standard needed
_____ appreciate, it was absolutely crucial for all concerned to have someone highly trained in this field.
_____ cancel our contract with you and contact another company.
_____ for such an important negotiation. This led to a series of breakdowns in communication. As you will
_____ during our recent trip to Athens. As you know, we were accompanied by a potential client interested in

Yours sincerely,
Bernard Tripp

WHICH OF THE ABOVE BUSINESS EMAILS ARE FORMAL AND WHICH ARE LESS FORMAL? TRY TO JUSTIFY YOUR ANSWER.