

PRACTICE ROOM 15 · GOING FURTHER

EMAILS AND MESSAGES THAT *keep relationships warm*

The right tone in writing keeps doors open. The wrong one closes them quietly.

Name: _____ Date: _____ Interactive version: attenglish.com/talk/15

PHRASE BOX SAY IT
FORMAL

Dear Mr Patel,
I am writing to...
Kind regards,

NEUTRAL

Hi Sarah,
Just a quick note to...
Best wishes,

FRIENDLY

Hiya!
Hope you're well!
Speak soon, x (close friends only)

TONE SLIDER BUILD

The same message can be formal, neutral or friendly. Choose the tone and see the email change.

Their name

What you're asking

Put it together and write your line

SIGN-OFF MATCH MATCH

Match each sign-off to the situation it fits best. Write the letter in the middle column.

Sign-off	Letter	Best for
1. Yours sincerely,		A. Friendly work emails.
2. Kind regards,		B. A quick email asking for something.
3. Best wishes,		C. Close friends and family only.
4. Thanks,		D. A formal letter to someone you named, like "Dear Mr Patel".
5. Speak soon, x		E. Most professional emails.

WHICH MESSAGE? CHOOSE

Choose the message that keeps the relationship warm. Circle your answer.

1. You met someone at a course and want to stay in touch.

a) Hi Ben, great to meet you on Saturday. Fancy a coffee before next week's session?

b) Ben. Coffee?

c) Dear Sir, I request a meeting.

2. You need to remind a colleague about a report they're late with.

a) Where is the report??

b) Hi Jo, just checking in on the report. Any idea when it might be ready?

c) Say nothing.

3. You have to say no to a friend's invitation.

a) No.

b) Oh, I'd love to, but I'm away that weekend. Can we do something the week after?

c) I don't want to come.

4. You got a short reply: "Fine." with no greeting.

a) They hate you.

b) It might just be a busy person. Reply normally and see.

c) Reply "Fine."