

# Writing Emails: Business 1

## Introduction

This worksheet is designed to help students practice writing emails for business.

## Before the Lesson

Print (A4 size) the three-page worksheet as many times as you need for the amount of students you have.

## In the Lesson

Provide each student with a copy of the three-page worksheet.

In Exercise 1, students will match the different parts of an email with their respective functions.

For Exercise 2, students will identify which sentences are formal or informal in a business context.

Exercises 3 and 4 allow students to practice composing both a formal and an informal email. Encourage them to incorporate phrases from the worksheet while also expressing their own creativity in their writing.

### Exercise 1 answer key

1. F    5. A
2. E    6. C
3. G    7. B
4. D

### Exercise 3 + 4 - student answers

### Exercise 2 answer key

1. I    7. F
2. F    8. F
3. I    9. I
4. F    10. F
5. F    11. I
6. I    12. F

| Focus                         | Aim   | Level | Time          |
|-------------------------------|---|-------|---------------|
| Writing<br>Business<br>Emails | Improve skills in writing<br>business emails. | B1-B2 | 30<br>minutes |

# 'WRITING EMAILS: BUSINESS'

Formal or Informal? Enhance your business email writing skills with this helpful worksheet.



**1** Below are different parts of a business email. Connect each component to its corresponding function by drawing a line.

- |                       |   |
|-----------------------|---|
| 1. Subject Line ●     | ● A. Ends the email in a polite way                             |
| 2. Greeting ●         | ● B. Includes the sender's name, job title, and contact details |
| 3. Opening Sentence ● | ● C. Introduces the topic of the email                          |
| 4. Body ●             | ● D. The main content of the email                              |
| 5. Closing Sentence ● | ● E. A hello to the recipient                                   |
| 6. Sign-off ●         | ● F. A short phrase summarizing the purpose of the email        |
| 7. Signature ●        | ● G. A polite way to start the email                            |

**2** Determine whether the following email sentences are formal or informal. Write an I (informal) or F (formal) next to each sentence.

1. Hey, can you send me the report ASAP? \_\_\_\_
2. I am writing to request information about your services. \_\_\_\_
3. Just checking if you got my last email! \_\_\_\_
4. Please find attached the requested document. \_\_\_\_
5. Could you kindly confirm your availability for the meeting? \_\_\_\_
6. Let me know if you're free for a quick call. \_\_\_\_
7. I look forward to your response. \_\_\_\_
8. I hope this email finds you well. \_\_\_\_
9. Can you shoot me a quick update? \_\_\_\_
10. Thank you for your time and consideration. \_\_\_\_
11. Hope you had a great weekend! \_\_\_\_
12. Let's catch up later to go over the details. \_\_\_\_



**3** Read the email below from a customer.

New message

← → ↺ 🔍

☆ ≡

From: s.johnson@officeco.com

Inquiry About Product Availability

Dear Customer Service,

I am interested in purchasing one of your latest laptop models, but I noticed it is currently out of stock on your website. Could you please let me know when it will be available again? Also, do you offer any discounts for bulk purchases?

Thank you in advance for your assistance.

Best regards,

Sarah Johnson

SEND

**Write a polite and professional email responding to Sarah's inquiry, providing the necessary information and addressing her concerns.**

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**4** Read the email below from a colleague,

New message

← → ↺ 🔍

☆ ≡

From: a.miller@techcity.com

Quick Question About the Project

Hey Bridget,  
Hope you're doing well! I just wanted to check in and see if you had the final figures for the sales report. If you do, could you send them over when you get a chance?  
No rush, just trying to get a head start on my section.  
Thanks a lot!  
Best,  
Alex

SEND

**Write a friendly and informal response to Alex, answering his request.**

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