
1 Formal or informal?

You are going to write two emails on a similar topic, the first formal/neutral and the second informal.

EMAIL 1

Write to a customer to tell them that the product/service they want is not available at the moment.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your company's business? What products/services do you offer?
- What is the particular product/service that you normally offer, but is not available at the moment?
- Why?
- When is it going to be available again?
- Who is the customer that you are writing to? Why do they need your product/service?
- Are you going to promise any action, give additional information, offer help, or simply say that you will tell them when the product/service is available again?

Now write the email in a formal/neutral style.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

EMAIL 2

Write to a friend to tell them that you haven't got something they want from you.

Prepare the situation using the questions below. The information can be real or imaginary.

- Who is your friend?
- What item do they want from you?
Ideas: they want to borrow a book that you have; they want you to make a copy of a CD that you have.
- Why are you not able to give them this item at the moment?
Ideas: you have lent the book to someone else; your computer isn't working to copy the CD.
- When can you give them the item?
- Are you going to promise any action, give additional information, offer help, or simply say that you will tell them when you can give them the item?

Now write the email in an informal style.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

FOLLOW-UP

Exchange emails with a different partner.

Reply to the emails you receive, inventing any information necessary.