

Worksheet 1: Follow-up email

1 Read the email and answer the questions.

- 1 Why is Murad writing to Mr Bhati?
- 2 What does Murad send with the email?
- 3 What is Murad's job title?

2 Complete the table with information about Rimco.

Dear Mr Bhati

Further to our meeting at the Telecom Expo conference in Delhi, I am writing with regard to your interest in our company. Rimco provides telecommunications and information technology in the Middle East and Africa. Our next project is a new division in India at the end of this year.

I am attaching a brochure with more details. Please feel free to contact me if you would like any further information.

Yours sincerely

Murad Al Sarary
Client Manager
Rimco Telecommunications

	RIMCO	YOUR COMPANY
Products or services?		
Next project?		

3 Complete the table with information about your company. Then tell your partner.**4 Read another email from Murad. Do you think it is more or less formal? Why?****5 What emails do you write at work? Are they normally more formal or less formal? Why?**

Hi Rahul

It was nice to meet you again at the Telecom Expo. I'm writing about your interest in our new services and our plans for the new office in Delhi. It opens at the end of the year. Here is the brochure. Give me a call if you want any more information.

Bye for now
Murad

6 Read the emails in Exercises 1 and 4 again. Complete the table with formal and informal expressions from the emails.

	MORE FORMAL	LESS FORMAL
Start the email	Dear ...	Hello. 1 _____
Refer to past contact	Further to our last meeting ...	2 _____
Give reason for writing	3 _____	I'm writing about ...
Referring to an attachment	4 _____	Here is ...
Offer more information	Please feel free to contact me if you would like any further information.	5 _____
End the email	6 _____ Best regards	7 _____ All the best

7 Replace the underlined words in the sentences with these words.

Hello about further attaching Further to contact
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- 1 Dear Dave. I hope you're well. *Hello*
- 2 Following our meeting last month ... _____
- 3 I'm writing with regard to your interest in our new service. _____
- 4 Please feel free to call me if you would like any more information.
_____/_____
- 5 I'm sending a price list with this email. _____

8 Write a formal email or informal email to a new client.

- Mention meeting the person at a conference
- Tell the person what you provide or produce
- Tell them about a new project, product or service.
- Attach a brochure

9 Swap your email with a partner. Has he/she answered all parts of the question? Has he/she used the same formal or informal style in the whole email?

I CAN	
start the email	<input type="checkbox"/>
refer to past contact	<input type="checkbox"/>
refer to an attachment	<input type="checkbox"/>
offer more information	<input type="checkbox"/>
end the email	<input type="checkbox"/>