

4 Opening and closing

A Match the email beginnings (1–8) with the endings (a–h).

Beginnings Endings
1 I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require. ...C...	a) Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
2 Thanks so much for the wonderful present. It's exactly the book that I wanted – how did you know? I'm really looking forward to reading it.	b) You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
3 Patricia, I've just read your email. I'm so sorry to hear about what happened.	c) Should you need any further information about room availability, we will be happy to assist you.
4 Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day.	d) I look forward to receiving this information as soon as possible.
5 I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site.	e) It really is great news, and I'm sure that it's only the beginning of our work in the French market.
6 I am writing with reference to our order number GH67. The goods arrived this morning, but you only sent 200 pieces instead of the 300 that we ordered.	f) Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
7 Yes! Great! I'd love to come to the party.	g) Thanks again for the gift, and give my regards to your family.
8 I've just heard from Antonio about the Paris contract. It's fantastic news – you worked really hard on this and you deserve the success.	h) Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon. What about going to see that new Spielberg film?

B Match the beginning and ending pairs in section A with the descriptions (1–8) below.

- 1 An email asking for information. Neutral style. 5d
- 2 An email giving information. Formal style.
- 3 An email accepting an invitation. Informal style.
- 4 An email refusing an invitation. Informal style.
- 5 An email of congratulations. Neutral style.
- 6 An email of complaint. Formal style.
- 7 An email of thanks. Neutral style.
- 8 An email of sympathy. Informal style.

C Read the following sentences. Decide whether they are beginnings or endings. Then decide whether they are neutral or informal.

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| 1 The computer network will be shut down for maintenance at 5pm on Thursday. | Beg/End | Neut/Inf |
| 2 Oh, yes – I'll be back late tonight. Can you do the shopping and buy something nice for dinner? Thx. | Beg/End | Neut/Inf |
| 3 I look forward to receiving your advice on this matter. | Beg/End | Neut/Inf |
| 4 What a surprise – how nice to hear from you! | Beg/End | Neut/Inf |
| 5 Bye for now. See you soon. | Beg/End | Neut/Inf |
| 6 I hope that everything is okay, but do not hesitate to contact me if you need any clarification. | Beg/End | Neut/Inf |
| 7 Please find attached my report, as promised in Friday's meeting. | Beg/End | Neut/Inf |
| 8 I'm so happy for you! Write again soon and tell me how it's going. | Beg/End | Neut/Inf |
| 9 We are writing to advise you about some changes in our price list. | Beg/End | Neut/Inf |
| 10 If you'd like any more details, just let me know. I'm away all next week but Andrea is dealing with this in my absence. | Beg/End | Neut/Inf |
| 11 Just a quick note to say I really enjoyed last night. | Beg/End | Neut/Inf |
| 12 Simon and I have been talking about your holiday plans for next August. It looks like we won't be able to join you. I'm really sorry. | Beg/End | Neut/Inf |

D Look back at the examples in section C. Find:

- a) two written to someone unknown or little known. 3 /
- b) four written to colleagues, perhaps sent to several people. / / /
- c) five written to a friend. / / / /
- d) one written to a very close family member.