

Re-make the sentences, then decide if they are used in formal or informal letters. Write F or I next to each.

- | | |
|---|--|
| 1. I'm really sorry | A. if you could send us your contact information. |
| 2. I'd love to | B. forward to hearing from you again. |
| 3. Thanks for your | C. please do not hesitate to contact us. |
| 4. Should you have any other questions, | D. to hear from you again! |
| 5. We are pleased | E. I didn't write sooner. |
| 6. We would be grateful | F. letter which I received on May 14. |
| 7. With reference to | G. to inform you that your application has been accepted. |
| 8. I can't wait | H. your letter of April 15 th , we would like to confirm your registration. |
| 9. We look | I. be in touch with you. |

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Teachers' Notes

Key

1 E 2 I 3 F 4 C 5 G 6 A 7 H 8 D 9 B

Informal: 1, 2, 3, 8

Formal: 4, 5, 6, 7, 9

Variations

SS order the F and I phrases as they normally appear in letters (i.e. at the beginning or at the end).

SS use the informal phrases to write an email to a person called "Vladi," to continue an argument they've started on a forum on employment. After they write the email they find out that "Vladi" is in fact EU Commissioner for Employment and Social Affairs Vladimír Špidla. They swap the emails and re-write them using the formal phrases.