

Name:

Writing a Formal Email

Name:	Date:
BE:	Grade:

- ① **Choose** one of the following scenarios and **write two formal emails** (one request and one answer).

Scenario A

Request: A customer complains that the washing machine they bought has not yet arrived.

Answer: The salesperson apologizes and explains that there has been a problem with the delivery company and that shipping will take another 3-5 days.

Scenario B

Request: A customer is not satisfied with the quality of a recent delivery of office chairs and asks for a replacement.

Answer: The salesperson apologizes and offers to send a replacement within one week, free of charge.

Scenario C

Request: A customer asks if it's possible to change the delivery address for an order already placed that is supposed to arrive in two days.

Answer: The salesperson confirms the change is still possible, but the shipping might take longer.



Hint

Remember to follow the typical structure of an Email including sender, recipient, subject, greeting and sign off.

And be creative when coming up with names, company names or other additional information.

Dos	Don'ts
<ul style="list-style-type: none">- Use an informative subject line, which clearly says what the email is about.- Write the most important information first.- Use simple grammar.- Write short sentences.- Use paragraphs to keep the email clear and easy to understand.	<ul style="list-style-type: none">- Write 'hello' as your subject line.- Write about irrelevant issues. The reader will soon hit 'delete' if the email doesn't get to the point.- Make your email too long and complicated- Be rude or impolite

Grading Criteria	Explanation	BE
Content	Typical structure of an email, includes all the necessary information given in the task	10
Language	Grammar, spelling, appropriate language use (politeness, etc.)	10