

Brainstorming phrases for the body of an email

First of all without any help. brainstorm at least two phrases into each category below that your teacher tells you to fill in, with different levels of formality if possible.

Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)

Highlighting important information

Requests

Responding to requests (positively or negatively)

Enquiries/ Asking for information

Answering questions/ Giving information

Making arrangements/ Changing arrangements/ (Re) scheduling

Making and responding to complaints/ Apologising

Instructions/ Commands/ Demanding action

Giving bad news

Giving good news

Making announcements

Checking progress

Asking people to wait/ Explaining the delay before the (full) reply

Mentioning other people (contacts, including them, social phrases, etc)

Invitations and responding to invitations

Asking for advice/ feedback/ recommendations

Asking for payment

Bookings/ Making reservations

Checking/ Confirming

Making initial contact with someone

Ordering products/ Booking/ Making reservations

Thanking

Asking for permission

Making offers (offering help, etc)

Perhaps after using the key words below to help, check as a class or with the list of phrases from page 368.