

Business writing basics – Worksheet

These activities review good business writing concepts for letters or emails.

1 A Complete this tip list with the words or phrases from the box.

reader polite simple points brief complicated direct

Organizing your letter or email

- * Decide on the important¹ to write in your message.
- * Keep letters and emails²
→ 1 page for letters
→ 2-4 short lines or paragraphs for emails
- * Be³, yet use simple and⁴ words.
- * Don't write long,⁵ sentences.
- * Write for the⁶, not for yourself.

B For each word group write a similar word from 1A.

- | | |
|-------------------|----------------|
| 1. concise..... | short..... |
| 2. friendly..... | courteous..... |
| 3. difficult..... | complex..... |
| 4. ideas..... | items..... |

2 Look at the following parts of a letter or email. Arrange them in a logical order.

The structure of a letter or email

- Reason for writing
- Taking action
- Concluding
- Opening greeting
- Connecting with the reader
- Closing greeting
- Giving good/bad news; requests; agreeing to requests

3 A From exercise 2, label the language examples with the correct heading.

The body of a letter or email

a _____ Dear Mr Smith
Hi James

b _____ In regards to your phone call...
Thanks for your phone call this morning...

c _____ I would like to inform you...
Just to let you know...

d _____ I would appreciate it if you could...
Could you....?

e _____ I would be delighted/pleased to assist you.
I'd be glad to help out.

f _____ If you have any further questions, please do not hesitate to contact me.
Let me know if need anything else.

g _____ Sincerely
Mr James Smith
Best wishes
James

B From exercise 3A, complete the following about writing a letter or email.

1 There are two styles of writing in business: *formal and informal*. Which phrases in 3A are *informal*?

2 3 differences in *formal and informal* styles are: _____

4 A Match the opening and closing greetings.

- | | |
|--|--|
| <p>a Dear Sir or Madam
Ladies and Gentlemen</p> <p>b Hi Susan
Dear Robert and Mary</p> <p>c Dear Mrs Jones
Dear Mr Smith</p> | <p>1 Take care
Best wishes
All the best</p> <p>2 Yours faithfully
Sincerely (yours)</p> <p>3 Best/Kind Regards
Sincerely</p> |
|--|--|

B Finish the sentences about the greetings in 4A.

1 When you don't know the name of the person, use _____ for an opening and _____ for a closing greeting.

2 _____ is suitable to write when you know the person by the first name.

3 If you've just met the customer, then it's appropriate to open with _____ and close with _____.