

## 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 important .....<sup>1</sup> to write in your message.
- \* Keep letters and emails .....<sup>2</sup>  
→ 1 page for letters  
→ 2-4 short lines or paragraphs for emails
- \* Be .....<sup>3</sup>, yet use simple and .....<sup>4</sup> words.
- \* Don't write long, .....<sup>5</sup> sentences.
- \* Write for the .....<sup>6</sup>, 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<br/>Ladies and Gentlemen</p> <p>b Hi Susan<br/>Dear Robert and Mary</p> <p>c Dear Mrs Jones<br/>Dear Mr Smith</p> | <p>1 Take care<br/>Best wishes<br/>All the best</p> <p>2 Yours faithfully<br/>Sincerely (yours)</p> <p>3 Best/Kind Regards<br/>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 \_\_\_\_\_.