

Activity Type

Reading and Writing Exercises: gap-fill, matching, unscrambling, ordering, writing an email

Focus

Emails replying to requests for information

Aim

To practice writing emails replying to requests for information.

Preparation

Make one copy of the two-page worksheet for each student.

Level

Pre-intermediate (A2)

Time

30 minutes

Introduction Procedure

In this email requests worksheet, students practice replying to emails requesting information.

Procedure

Give each student a copy of the two-page worksheet.

To start, students complete two emails with the words provided.

Exercise A - Answer key

- | | | | |
|----------------|----------|------------|----------|
| 1. information | 2. you | 3. burgers | 4. thank |
| 5. English | 6. email | 7. classes | 8. again |

Students then match words in bold from the emails to definitions.

Exercise B - Answer key

- | | | | |
|---------------|------------|---------------|-------------|
| 1. requesting | 2. further | 3. expressing | 4. attached |
|---------------|------------|---------------|-------------|

Next, students match Paragraphs A, B and C from the first email to their descriptions.

Exercise C - Answer key

- | | | | |
|------|------|------|------|
| 1. c | 2. a | 2. b | 4. c |
|------|------|------|------|

After that, students match sentence halves together and unscramble sentences.

Exercise D and E - Answer key

- | | | | |
|------|------|------|------|
| 1. c | 2. a | 3. d | 4. b |
|------|------|------|------|

5. Thank you again for your interest in Turkey Heaven.
6. Our meal includes four dishes and costs \$25 per person.
7. Please find our most recent Christmas menu attached.
8. Thank you for your email asking about our Christmas menu.

Students then complete two emails with the sentences from Exercises D and E.

Exercise F - Answer key

- | | | | | | | | |
|------|------|------|------|------|------|------|------|
| a. 2 | b. 3 | c. 1 | d. 4 | e. 8 | f. 6 | g. 7 | h. 5 |
|------|------|------|------|------|------|------|------|

Finally, students use prompts to write an email, replying to a customer's request for information about a gym. When the students have finished, review their emails as a class.

A. Complete the emails with the words below.

again burgers email English information you thank classes

Subject: Product (1) Dear Ms Erikson, A. Thank (2) for your email requesting information about the ingredients in our vegetarian products. B. All our (3) and meals are 100% meat-free and contain no animal ingredients. We have also just introduced a line of vegetarian curries too. Please find our full list of products attached . C. (4)..... you again for your interest in Ben's Burgers. Please let me know if you need any more information. Regards, Gary Jones	Subject: (5) Courses Dear Jose, Thank you for your (6) expressing interest in the types of courses offered here at the English Academy. We have (7) for students of all ages from Beginner to Advanced. We also offer exam preparation classes too. Please find a copy of our course list attached with more details about the classes. Thanks (8) for your interest in our school. Please contact me if you have any further questions. Regards, Sandra Smith
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B. Match the words in bold from the emails to their definitions.

- | | |
|---------------------|-------------------|
| 1. Asking for | 2. More |
| 3. Showing | 4. Included |

C. Match Paragraphs A, B and C from the first email to their descriptions.

1. In paragraph, the sender tells the person to contact them if they have any questions.
2. In paragraph, the sender thanks the person for their email.
3. In paragraph, the sender provides the information requested.
4. In paragraph, the sender thanks the person for their interest a second time.

D. Match the sentence halves together to make sentences.

- | | |
|--|---|
| 1. Thank you once again for your | a. night and have two double beds and a bath. |
| 2. Our family rooms cost \$130 per | b. you need any further information. |
| 3. I have attached some photos | c. interest in the Sleep Inn. |
| 4. Please contact me if | d. and more information about them. |

E. Put the words in the correct order to make sentences.

 5.
 (you / thank / again / your / for / interest / Heaven / in / Turkey)

 6.
 (meal / our / four / dishes / includes / costs / and / person / per / \$25)

 7.
 (Christmas / please / attached / find / most / our / recent / menu)

 8.
 (you / for / thank / your / email / asking / menu / our / Christmas / about)

F. Complete the two emails with the sentence numbers from Exercises D and E.

Subject: Hotel Rooms for Families	Subject: Christmas Menu
Dear Ms Brown, Thank you for your email requesting information about our family rooms. (a) (b) (c) (d) Regards, Samuel Pepper	Dear Mr Williams, (e) (f) (g) (h) Please let me know if you have any further questions about our restaurant. Regards, Helena Banks

G. You work at Muscle Mania Gym. Write an email to Matt Bates, replying to his questions.

Q: How much does a membership cost?

A: \$100 per month.

Q: What are the gym's opening times?

A: 6 a.m. to 11 p.m., 7 days a week.

Subject: Information Request