

B Rewrite the emails below by substituting the phrases in *italics* with more informal phrases. Section A will help you. Use contractions (e.g. *I'll*) where appropriate.

Email 1

I am afraid I will not be able to attend the meeting on Friday. As I will miss the meeting, I was wondering if you could send me a copy of the minutes? I will write to Anita as well, to inform her that I will not be there. Once again, please accept my apologies for this, and I can assure you that I will be at the next meeting.

Sorry I can't make it on Friday.

Email 2

Thank you for your email of 25 January where you requested assistance on how to order on-line. It is necessary for me to know your a/c number before I can deal with this. I would be grateful if you could also provide details of which version of Windows you are using.

Email 3

With reference to your order number J891 – we received it this morning, but you have not filled in the sections on size and colour. Please let us know your exact requirements. These products are selling very well at the moment, and we regret to advise you that the medium size is temporarily out of stock. However, we are expecting more supplies in the near future. Would you like me to email you when they arrive?

C Match the words of Latin origin in box A with the shorter words in box B.

Box A

1 assistance	6 information	11 repair
2 due to	7 obtain/receive	12 request
3 enquire	8 occupation	13 requirements
4 further	9 possess	14 reserve
5 inform	10 provide	15 verify

Box B

a) ask	f) facts	k) help (n)
b) ask for	g) fix (v)	l) job
c) because of	h) get	m) more
d) book (v)	i) give	n) needs (n)
e) check/prove	j) have	o) tell

1 *k* 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Note: longer words of Latin origin sound more *formal*, and shorter words sound more *informal*.