# Business Email Exercise

**A** Match the uses in the box with the phrases in the table.

<table>
<thead>
<tr>
<th>Payments</th>
<th>Complaints</th>
<th>Orders</th>
<th>Clarifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachments</td>
<td>Suggestions</td>
<td>Apologising</td>
<td></td>
</tr>
<tr>
<td>Meetings</td>
<td>Thanks</td>
<td>Requests</td>
<td></td>
</tr>
<tr>
<td>Closing</td>
<td>Openings</td>
<td>Congratulations</td>
<td></td>
</tr>
</tbody>
</table>

**USES**

- We would like to offer our sincere apologies for our mistake
- Please find the document attached
- There are several points we don’t quite understand; we feel there may have been a misunderstanding between us
- We look forward to receiving your reply; Regards, Joe Blunt
- We were very surprised and disappointed by this
- We would like to congratulate you on your recent good news
- Would Tuesday 26 October be convenient for you?; Would it be possible to postpone the meeting until next week?
- We are writing to enquire about ...; I am writing on behalf of ...
- Re order no. XJ 8103; goods shipped today
- We have not yet received payment for order no. XJ 8103. Could you please attend to this matter as soon as possible
- We would be very grateful if you could send us your catalogue and current price list
- Another option would be to ...
- We would just like to express our gratitude for all your help in this matter

**B** Use the phrases in A to write an email asking for a catalogue and current price list.

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Answers

Apologising we would like to offer our sincere apologies for our mistake
Attachments please find the document attached
Clarifications there are several points we don’t quite understand; we feel there may have been a misunderstanding between us
Closing we look forward to receiving your reply; Regards, Joe Blunt
Complaints we were very surprised and disappointed by this
Congratulations we would like to congratulate you on your recent good news
Meetings would Tuesday 26 October be convenient for you? ; Would it be possible to postpone the meeting until next week?
Openings we are writing to enquire about…; I am writing on behalf of ...
Orders Re order no. XJ 8103; goods shipped today
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Requests we would be very grateful if you could send us your catalogue and current price list
Suggestions another option would be to …
Thanks we would just like to express our gratitude for all your help in this matter