

## Email Vocabulary – Lesson 2: Polite Email Phrases

Level: A1 | Business English | Student Worksheet

### Vocabulary

These are the phrases we use in work emails. Learn when to use each one.

#### HOW TO START THE EMAIL

|                                  |                   |                                                            |                                                    |
|----------------------------------|-------------------|------------------------------------------------------------|----------------------------------------------------|
| <b>Dear [name],</b>              | <i>Use: start</i> | A polite and formal way to begin an email to one person.   | "Dear Ms Chen," / "Dear Carlos,"                   |
| <b>I am writing to ...</b>       | <i>Use: start</i> | Use this to tell the reader why you are writing the email. | "I am writing to ask about the meeting on Friday." |
| <b>Thank you for your email.</b> | <i>Use: reply</i> | A polite way to begin a reply.                             | "Thank you for your email. I am happy to help."    |

#### WHAT YOU WANT OR NEED

|                                 |                            |                                                            |                                                    |
|---------------------------------|----------------------------|------------------------------------------------------------|----------------------------------------------------|
| <b>Could you please ...</b>     | <i>Use: request</i>        | A very polite way to ask someone to do something.          | "Could you please send me the report?"             |
| <b>I would like to ...</b>      | <i>Use: want/need</i>      | A polite way to say what you want to do or need.           | "I would like to change the time of our meeting."  |
| <b>Please find attached ...</b> | <i>Use: sending a file</i> | Use this when you send a document or file with your email. | "Please find attached the invoice for this month." |
| <b>I am sorry for ...</b>       | <i>Use: apologise</i>      | A polite way to say sorry for a mistake or a delay.        | "I am sorry for the late reply."                   |

#### HOW TO FINISH THE EMAIL

|                                            |                          |                                                                              |                                            |
|--------------------------------------------|--------------------------|------------------------------------------------------------------------------|--------------------------------------------|
| <b>I look forward to hearing from you.</b> | <i>Use: near the end</i> | A polite way to say you are waiting for a reply.                             | "I look forward to hearing from you soon." |
| <b>Kind regards,</b>                       | <i>Use: close</i>        | A formal and polite way to finish a work email.                              | "Kind regards, / Ana Garcia"               |
| <b>Best wishes,</b>                        | <i>Use: close</i>        | A friendly and polite way to finish an email. Less formal than Kind regards. | "Best wishes, / Tom"                       |

### Exercise 1: True or False?

Read each sentence. Write True or False on the line.

1. We use "Dear [name]," to start a polite email.

Answer: \_\_\_\_\_

2. "Kind regards" is used at the beginning of an email.

Answer: \_\_\_\_\_

3. We use "I am sorry for ..." to apologise in an email.

Answer: \_\_\_\_\_

4. "Please find attached" means you are sending a file with the email.

Answer: \_\_\_\_\_

5. "I look forward to hearing from you" means you do not want a reply.

Answer: \_\_\_\_\_

6. "Best wishes" is more formal than "Kind regards".

Answer: \_\_\_\_\_

7. We use "Thank you for your email" at the start of a reply.

Answer: \_\_\_\_\_

8. "Could you please ..." is a polite way to make a request.

Answer: \_\_\_\_\_

## Exercise 2: Multiple Choice

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Circle the correct answer.

1. You want to ask your colleague to send a file. Which phrase do you use?

a) I am sorry for asking. b) Could you please send me the file? c) I look forward to hearing from you. d) Best wishes,

2. You want to start your email. You write: \_\_\_\_ Ms Park,

a) Kind regards, b) Please find attached c) Dear d) I would like to

3. You are sending a document. Which phrase do you use?

a) I look forward to hearing from you. b) I am sorry for the delay. c) Please find attached the document. d) Thank you for your email.

4. You want to finish your email in a formal way. Which phrase is best?

a) I am writing to ... b) Could you please ... c) Kind regards, d) Thank you for your email.

5. You are replying to an email. Which phrase do you use at the start?

a) I am sorry for ... b) Thank you for your email. c) Please find attached ... d) I would like to ...

6. You want to say sorry for a late reply. Which phrase do you use?

a) I am sorry for the late reply. b) I look forward to hearing from you. c) Best wishes, d) I would like to meet.

7. You want to say you are waiting for a reply. Which phrase do you use?

a) Dear [name], b) I am writing to ... c) I look forward to hearing from you. d) Please find attached ...

8. You want to say what you need in a polite way. Which phrase do you use?

a) Could you please ... b) Best wishes, c) I would like to request a meeting. d) Thank you for your email.

## Exercise 3: Matching

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Match each word or phrase (A) to its meaning (B). Write the correct letter on the line.

| A – Words / Phrases                         | B – Meanings                                        |
|---------------------------------------------|-----------------------------------------------------|
| 1. Dear [name], ____                        | 4. Used when you send a file with your email        |
| 2. I am writing to ... ____                 | 5. A polite way to say sorry for a mistake or delay |
| 3. Could you please ... ____                | 7. A formal way to close a work email               |
| 4. Please find attached ... ____            | 8. A friendly and less formal way to close an email |
| 5. I am sorry for ... ____                  | 3. A polite way to ask someone to do something      |
| 6. I look forward to hearing from you. ____ | 6. A polite way to say you are waiting for a reply  |
| 7. Kind regards, ____                       | 1. A polite way to begin an email to one person     |
| 8. Best wishes, ____                        | 2. Used at the start to explain why you are writing |

### Exercise 4: Gap Fill

Choose the correct word or phrase to complete each sentence. Write it on the line.

**Word Bank:** Dear | am writing to | Thank you for your email. | Could you please | Please find attached | am sorry for | look forward to hearing from you. | Kind regards,

- \_\_\_\_ Mr Tanaka,
- I \_\_\_\_ ask about the project deadline.
- \_\_\_\_ I will reply by Monday.
- \_\_\_\_ send me the invoice?
- \_\_\_\_ the contract for this project.
- I \_\_\_\_ the late reply. I was on holiday.
- I \_\_\_\_
- \_\_\_\_ / Sarah Moore

### Exercise 5: Word Sort

Put each word or phrase into the correct group.

**Words:** I look forward to hearing from you. | Thank you for your email. | Please find attached ... | I am sorry for ... | Dear [name], | Could you please ... | I would like to ... | Best wishes, | Kind regards, | I am writing to ...

|       |       |       |       |
|-------|-------|-------|-------|
| _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ |

|       |       |       |       |
|-------|-------|-------|-------|
| _____ | _____ | _____ | _____ |
|-------|-------|-------|-------|

**Exercise 6: Put the Email in Order**

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The lines of this email are in the wrong order. Number them 1–8 to show the correct order.

- \_\_\_ James Hall
- \_\_\_ I am writing to confirm the meeting on Thursday.
- \_\_\_ Dear Ms Reyes,
- \_\_\_ I look forward to hearing from you.
- \_\_\_ Please find attached the report you asked for.
- \_\_\_ Thank you for your email.
- \_\_\_ Could you please send me the agenda?
- \_\_\_ Kind regards,

## TEACHER ANSWER KEY

Do Not Distribute to Students

### Email Vocabulary – Lesson 2: Polite Email Phrases | A1

#### Exercise 1: True or False?

1. We use "Dear [name]," to start a polite email.

**Answer: TRUE**

2. "Kind regards" is used at the beginning of an email.

**Answer: FALSE – "Kind regards" is used at the end of an email.**

3. We use "I am sorry for ..." to apologise in an email.

**Answer: TRUE**

4. "Please find attached" means you are sending a file with the email.

**Answer: TRUE**

5. "I look forward to hearing from you" means you do not want a reply.

**Answer: FALSE – This phrase means you ARE waiting for a reply.**

6. "Best wishes" is more formal than "Kind regards".

**Answer: FALSE – "Kind regards" is more formal.**

7. We use "Thank you for your email" at the start of a reply.

**Answer: TRUE**

8. "Could you please ..." is a polite way to make a request.

**Answer: TRUE**

#### Exercise 2: Multiple Choice

1. You want to ask your colleague to send a file. Which phrase do you use?

**Answer: Could you please send me the file?**

2. You want to start your email. You write: \_\_\_\_ Ms Park,

**Answer: Dear**

3. You are sending a document. Which phrase do you use?

**Answer: Please find attached the document.**

4. You want to finish your email in a formal way. Which phrase is best?

**Answer: Kind regards,**

5. You are replying to an email. Which phrase do you use at the start?

**Answer: Thank you for your email.**

6. You want to say sorry for a late reply. Which phrase do you use?

**Answer: I am sorry for the late reply.**

7. You want to say you are waiting for a reply. Which phrase do you use?

**Answer: I look forward to hearing from you.**

8. You want to say what you need in a polite way. Which phrase do you use?

**Answer: I would like to request a meeting.**

### **Exercise 3: Matching**

1. Dear [name], → 1

**Meaning: A polite way to begin an email to one person**

2. I am writing to ... → 2

**Meaning: Used at the start to explain why you are writing**

3. Could you please ... → 3

**Meaning: A polite way to ask someone to do something**

4. Please find attached ... → 4

**Meaning: Used when you send a file with your email**

5. I am sorry for ... → 5

**Meaning: A polite way to say sorry for a mistake or delay**

6. I look forward to hearing from you. → 6

**Meaning: A polite way to say you are waiting for a reply**

7. Kind regards, → 7

**Meaning: A formal way to close a work email**

8. Best wishes, → 8

**Meaning: A friendly and less formal way to close an email**

### **Exercise 4: Gap Fill**

1. \_\_\_\_ Mr Tanaka,

**Answer: Dear**

2. I \_\_\_\_ ask about the project deadline.

**Answer: am writing to**

3. \_\_\_\_ I will reply by Monday.

**Answer: Thank you for your email.**

4. \_\_\_\_ send me the invoice?

**Answer: Could you please**

5. \_\_\_\_ the contract for this project.

**Answer: Please find attached**

6. I \_\_\_\_ the late reply. I was on holiday.

**Answer: am sorry for**

7. I \_\_\_\_

**Answer: look forward to hearing from you.**

8. \_\_\_\_ / Sarah Moore

**Answer: Kind regards,**

### **Exercise 5: Word Sort**

**How to start:**

**Dear [name],, I am writing to ..., Thank you for your email.**

**What you want or need:**

Could you please ..., I would like to ..., Please find attached ..., I am sorry for ...

**How to finish:**

I look forward to hearing from you., Kind regards,, Best wishes,

### **Exercise 6: Put the Email in Order**

Correct order:

1. Dear Ms Reyes,
2. Thank you for your email.
3. I am writing to confirm the meeting on Thursday.
4. Could you please send me the agenda?
5. Please find attached the report you asked for.
6. I look forward to hearing from you.
7. Kind regards,
8. James Hall