

Email Vocabulary – Lesson 1: Writing Clear Emails

Level: A2 | Business English | Student Worksheet

Vocabulary

Learn these important words for writing clear emails at work.

NOUNS

header (noun)	The top part of an email containing sender, recipient, and subject.	<i>Check the header to see who sent the email and when.</i>
footer (noun)	The bottom part of an email, usually with contact details or a disclaimer.	<i>The company address is in the footer of every email.</i>
greeting (noun)	The opening words of an email, such as Dear or Hello.	<i>Always use a professional greeting at the start of a work email.</i>
closing (noun)	The final words of an email before your name.	<i>She used "Best wishes" as her closing.</i>
body (noun)	The main part of the email where you write your message.	<i>Keep the body of your email short and clear.</i>
paragraph (noun)	A group of sentences about one topic.	<i>The first paragraph explains why I am writing.</i>
bullet point (noun)	A short item in a list, shown with a dot.	<i>I used bullet points to list the three items we need.</i>
deadline (noun)	The date or time by which something must be finished.	<i>The deadline for the report is Friday at 5 pm.</i>
update (noun)	New information about a situation that is continuing.	<i>Can you send me an update on the project?</i>
request (noun)	Something you ask someone to do or provide.	<i>I sent a request for more information.</i>
confirmation (noun)	A message that says something is correct or has been agreed.	<i>Please send a confirmation when you receive this email.</i>
complaint (noun)	A message saying that something is wrong or not satisfactory.	<i>The customer sent a complaint about the late delivery.</i>
apology (noun)	A statement saying you are sorry for something.	<i>I sent an apology for missing the meeting.</i>
response (noun)	A reply to an email or message.	<i>I am still waiting for a response to my email.</i>

copy (noun)	A duplicate of a document or email sent to another person.	<i>Please send a copy of the report to my manager.</i>
original (noun)	The first version of a document or email, not a copy.	<i>Please keep the original and send me a copy.</i>

VERBS

confirm (verb)	To say that something is correct or has happened.	<i>Could you please confirm the meeting time?</i>
update (verb)	To give someone new information about a situation.	<i>I will update you when I have more information.</i>
request (verb)	To ask for something formally.	<i>I am writing to request a copy of the contract.</i>
clarify (verb)	To make something easier to understand.	<i>Could you clarify what you mean by the new policy?</i>
apologise (verb)	To say sorry for something.	<i>I apologise for the delay in replying.</i>
respond (verb)	To reply to an email or message.	<i>Please respond by the end of the day.</i>
remind (verb)	To tell someone again about something they need to do.	<i>I am writing to remind you about the deadline on Friday.</i>
chase (verb)	To contact someone again because they have not replied.	<i>I need to chase my supplier — they have not replied.</i>
copy in (verb)	To include another person in an email so they can see the message.	<i>Please copy in my manager so she can see the update.</i>
attach (verb)	To add a file to an email before sending it.	<i>I will attach the invoice to this email.</i>

Exercise 1: True or False?

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

1. The body of an email is the top section with the sender and subject.

Answer: _____

2. A deadline is the date by which something must be finished.

Answer: _____

3. You use bullet points to write a long paragraph.

Answer: _____

4. A confirmation email says that something has been agreed or received.

Answer: _____

5. To chase someone means to wait for them to contact you.

Answer: _____

6. The footer is usually at the bottom of an email.

Answer: _____

7. To clarify something means to make it more difficult to understand.

Answer: _____

8. A response is a reply to an email or message.

Answer: _____

Exercise 2: Multiple Choice

Circle the correct answer.

1. I need to ____ the meeting because things have changed.

a) update b) chase c) attach d) copy in

2. The customer is not happy with our service. She sent a ____.

a) confirmation b) complaint c) update d) request

3. I did not understand your last email. Could you ____ what you mean?

a) remind b) apologise c) clarify d) respond

4. I sent an email last week and heard nothing. I need to ____ my contact.

a) chase b) confirm c) copy in d) attach

5. The ____ of the email contains the main information I need to communicate.

a) footer b) header c) body d) greeting

6. I want my manager to see this email too. I will ____ her.

a) chase b) copy in c) respond d) request

7. We agreed on the price in our call. Can you send a ____ email?

a) complaint b) apology c) deadline d) confirmation

8. There are three tasks. I will use ____ so the reader can see them clearly.

a) bullet points b) paragraphs c) closings d) footers

Exercise 3: Matching

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

A – Words / Phrases	B – Meanings
1. deadline ____	4. The opening words of an email, such as Dear or Hello
2. apology ____	5. The final words of an email before your name
3. response ____	7. The bottom section of an email, usually with contact details
4. greeting ____	8. A message that says something is correct or has been agreed
5. closing ____	3. A reply to an email or message
6. request ____	6. Something you ask someone to do or provide

7. footer ____	1. The date or time by which something must be finished
8. confirmation ____	2. A statement in which you say you are sorry for something

Exercise 4: Gap Fill

Choose the correct word or phrase to complete each sentence.

Word Bank: apology | deadline | confirm | chase | clarify | copy in | bullet points | request

1. I made a mistake in my last email. I need to send an ____ to the client.
2. The ____ for submitting the report is next Monday.
3. My manager asked me to ____ the time of the meeting by email.
4. I have not heard back. I will need to ____ them tomorrow.
5. Could you ____ which version of the document you need?
6. I will ____ the finance team so they can see this email too.
7. Please use ____ to list the three things you need from me.
8. I am writing to ____ a meeting with you next week.

Exercise 5: Word Sort

Put each word into the correct group.

Word Bank: closing | confirm | remind | footer | body | complaint | update | greeting | request | chase | apologise | header | deadline

Parts of an email	Things you do in an email	Reasons for writing an email
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Exercise 6: Complete the Email

Choose the correct word to complete the email.

Word Bank: update | deadline | clarify | bullet points | confirm | respond

To: l.santos@meridian.com

From: p.chen@meridian.com

Subject: Project 1. _____

Dear Ms Santos,

I am writing to give you an update on the project. We need to discuss the 2. _____ for the next phase — it is the 30th of this month.

Could you please 3. _____ whether your team can complete the testing by then? It would also help if you could use 4. _____ to list the tasks your team still needs to do.

Once I receive your list, I will 5. _____ the new schedule and send it to everyone.

Please 6. _____ by Friday if possible.

Kind regards, / Peter Chen / Project Lead | Meridian Solutions

TEACHER ANSWER KEY

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Exercise 1: True or False?

1. The body of an email is the top section with the sender and subject.

Answer: FALSE – The body is the main part of the email. The top section is the header.

2. A deadline is the date by which something must be finished.

Answer: TRUE

3. You use bullet points to write a long paragraph.

Answer: FALSE – Bullet points are for short items in a list, not long paragraphs.

4. A confirmation email says that something has been agreed or received.

Answer: TRUE

5. To chase someone means to wait for them to contact you.

Answer: FALSE – To chase means to contact someone again because they have not replied.

6. The footer is usually at the bottom of an email.

Answer: TRUE

7. To clarify something means to make it more difficult to understand.

Answer: FALSE – To clarify means to make something easier to understand.

8. A response is a reply to an email or message.

Answer: TRUE

Exercise 2: Multiple Choice

1. I need to ____ the meeting because things have changed.

Answer: update

2. The customer is not happy with our service. She sent a ____.

Answer: complaint

3. I did not understand your last email. Could you ____ what you mean?

Answer: clarify

4. I sent an email last week and heard nothing. I need to ____ my contact.

Answer: chase

5. The ____ of the email contains the main information I need to communicate.

Answer: body

6. I want my manager to see this email too. I will ____ her.

Answer: copy in

7. We agreed on the price in our call. Can you send a ____ email?

Answer: confirmation

8. There are three tasks. I will use ____ so the reader can see them clearly.

Answer: bullet points

Exercise 3: Matching

1. deadline → 1

Meaning: The date or time by which something must be finished

2. apology → 2

Meaning: A statement in which you say you are sorry for something

3. response → 3

Meaning: A reply to an email or message

4. greeting → 4

Meaning: The opening words of an email, such as Dear or Hello

5. closing → 5

Meaning: The final words of an email before your name

6. request → 6

Meaning: Something you ask someone to do or provide

7. footer → 7

Meaning: The bottom section of an email, usually with contact details

8. confirmation → 8

Meaning: A message that says something is correct or has been agreed

Exercise 4: Gap Fill

1. I made a mistake in my last email. I need to send an ____ to the client.

Answer: apology

2. The ____ for submitting the report is next Monday.

Answer: deadline

3. My manager asked me to ____ the time of the meeting by email.

Answer: confirm

4. I have not heard back. I will need to ____ them tomorrow.

Answer: chase

5. Could you ____ which version of the document you need?

Answer: clarify

6. I will ____ the finance team so they can see this email too.

Answer: copy in

7. Please use ____ to list the three things you need from me.

Answer: bullet points

8. I am writing to ____ a meeting with you next week.

Answer: request

Exercise 5: Word Sort

Parts of an email:

header, footer, body, greeting, closing

Things you do in an email:

confirm, apologise, chase, remind

Reasons for writing an email:

deadline, complaint, request, update

Exercise 6: Complete the Email

1. Gap 1 – Subject line: Project ____

Answer: update

2. Gap 2 – discuss the ____ for the next phase

Answer: deadline

3. Gap 3 – Could you please ____ whether...

Answer: clarify

4. Gap 4 – use ____ to list the tasks

Answer: bullet points

5. Gap 5 – I will ____ the new schedule

Answer: confirm

6. Gap 6 – Please ____ by Friday

Answer: respond