

Email Vocabulary – Lesson 2: Email Tone and Register

Level: A2 | Business English | Student Worksheet

Vocabulary

Learn these key words and formal phrases used in professional emails.

KEY WORDS

tone (noun)	The feeling or attitude in your writing.	<i>The tone of this email is too informal for a client.</i>
register (noun)	The level of formality in language.	<i>Use a formal register when writing to a new client.</i>
formality (noun)	The quality of being formal and following the rules of professional language.	<i>The level of formality depends on who you are writing to.</i>
colleague (noun)	A person you work with.	<i>I sent the email to my colleague in the marketing team.</i>
client (noun)	A person or company that pays for a service.	<i>Always use formal language when emailing a client.</i>
superior (noun)	A person who has a higher position than you at work.	<i>I always check my tone when writing to a superior.</i>
abbreviation (noun)	A short form of a word or phrase, such as FYI or ASAP.	<i>Avoid abbreviations like FYI in formal emails.</i>
salutation (noun)	The greeting at the beginning of an email.	<i>The salutation sets the tone for the whole email.</i>
sign-off (noun)	The closing phrase before your name at the end of an email.	<i>Kind regards is a common sign-off in business emails.</i>
context (noun)	The situation that helps you understand what is appropriate.	<i>Think about the context before you decide on your tone.</i>

COMMON PHRASES IN PROFESSIONAL EMAILS

I hope this email finds you well.	[formal]	A polite way to begin a professional email.
As per my previous email,	[formal]	Used to refer back to something you wrote before.
Please do not hesitate to contact me.	[formal]	A polite way to invite someone to get in touch.
I would be grateful if	[formal]	A very polite way to make a request.

With reference to	[formal]	Used to introduce the topic, referring to a previous communication.
Further to our conversation,	[formal]	Used to follow up after a meeting or phone call.
Please let me know if you need anything else.	[neutral]	A friendly closing phrase offering further help.
I am available to discuss this further.	[neutral]	A polite way to say you are happy to talk more.

Exercise 1: True or False?

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

1. You should use the same tone in all work emails, regardless of who you are writing to.

Answer: _____

2. A salutation is the greeting at the beginning of an email.

Answer: _____

3. "I hope this email finds you well" is an informal phrase for friends.

Answer: _____

4. "As per my previous email" is used to refer back to something you wrote before.

Answer: _____

5. A sign-off is the greeting at the start of an email.

Answer: _____

6. Abbreviations like FYI and ASAP are suitable for formal emails to new clients.

Answer: _____

7. "I would be grateful if" is a polite way to make a request.

Answer: _____

8. Context helps you decide what tone and register to use in an email.

Answer: _____

Exercise 2: Multiple Choice

Circle the correct answer.

1. You are writing to a new client for the first time. Which phrase is the best way to start?

a) Hey! How are you? b) I hope this email finds you well. c) Just a quick note... d) FYI, here is the report.

2. You sent an email last week but received no reply. Which phrase is best to use now?

a) With reference to our meeting, b) As per my previous email, c) Further to our conversation, d) I am available to discuss this further.

3. You want to make a polite request to your manager. Which phrase do you choose?

a) Can you do this for me? b) Please do not hesitate to contact me. c) I would be grateful if you could review my proposal. d) Please let me know if you need anything else.

4. A ____ is someone who pays for your company's services.

a) colleague b) superior c) client d) salutation

5. The ____ of an email is the level of formality in the language you use.

a) sign-off b) register c) context d) abbreviation

6. You have finished helping a client and want to offer more help. Which phrase is most appropriate?

a) As per my previous email, b) I hope this email finds you well. c) Please let me know if you need anything else. d) With reference to your complaint,

7. You had a phone call with a colleague on Monday. You send a follow-up email. Which phrase do you use to open?

a) I hope this email finds you well. b) Further to our conversation, c) With reference to your complaint, d) I would be grateful if

8. Which of the following is an example of an abbreviation you should avoid in formal emails?

a) Dear Mr Jones, b) Kind regards, c) FYI d) I am available to discuss

Exercise 3: Matching

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

A – Words / Phrases	B – Meanings
1. tone ____	6. A short form of a word or phrase, such as FYI or ASAP
2. register ____	4. The closing phrase before your name at the end of an email
3. salutation ____	5. A person with a higher position than you at work
4. sign-off ____	1. The feeling or attitude expressed in your writing
5. superior ____	3. The greeting at the beginning of an email
6. abbreviation ____	7. The situation that helps you decide what is appropriate
7. context ____	8. The quality of following the rules of professional language
8. formality ____	2. The level of formality in the language you use

Exercise 4: Gap Fill

Choose the correct word or phrase to complete each sentence.

Word Bank: register | salutation | tone | With reference to | please do not hesitate to contact me | Further to our conversation, | abbreviations | sign-off

1. The way you write changes depending on who you are writing to. This is called ____.

2. I always use a formal ____ such as "Dear Mr Okafor" when writing to a new client.

3. My email to the director was too casual. I need to change the ____ to something more professional.

4. ____ your email last week, I am now able to confirm the dates.

5. If you have any questions, ____.

6. ____ I have now sent the updated contract to your legal team.
7. Please avoid using ____ like ASAP or FYI in emails to clients.
8. I will end this email with "Kind regards" — it is a professional ____.

Exercise 5: Word Sort

Put each word or phrase into the correct group.

Word Bank: Please do not hesitate to contact me. | As per my previous email, | I hope this email finds you well. | Please let me know if you need anything else. | tone | register | I am available to discuss this further. | With reference to | I would be grateful if | Further to our conversation, | salutation | sign-off

Formal phrases to start an email	Formal phrases to make a request	Key vocabulary
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Exercise 6: Put the Email in Order

The lines of this email are in the wrong order. Number them 1–9 to show the correct order.

- ____ I would be grateful if you could review the attached schedule and let me know if you have any questions.
- ____ Further to our conversation on Tuesday, I am writing to confirm the project timeline.
- ____ David Osei
- ____ Dear Ms Novak,
- ____ Kind regards,
- ____ Please do not hesitate to contact me if you need any further information.
- ____ I hope this email finds you well.
- ____ I am available to discuss this further by phone or video call at a time that suits you.
- ____ As per my previous email, the deadline for the first phase is the 15th of next month.

TEACHER ANSWER KEY

Do Not Distribute to Students

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Exercise 1: True or False?

1. You should use the same tone in all work emails, regardless of who you are writing to.

Answer: FALSE – Your tone should change depending on the reader.

2. A salutation is the greeting at the beginning of an email.

Answer: TRUE

3. "I hope this email finds you well" is an informal phrase for friends.

Answer: FALSE – This is a formal phrase used in professional emails.

4. "As per my previous email" is used to refer back to something you wrote before.

Answer: TRUE

5. A sign-off is the greeting at the start of an email.

Answer: FALSE – A sign-off is the closing phrase before your name at the end.

6. Abbreviations like FYI and ASAP are suitable for formal emails to new clients.

Answer: FALSE – Abbreviations should be avoided in formal emails.

7. "I would be grateful if" is a polite way to make a request.

Answer: TRUE

8. Context helps you decide what tone and register to use in an email.

Answer: TRUE

Exercise 2: Multiple Choice

1. You are writing to a new client for the first time. Which phrase is the best way to start?

Answer: I hope this email finds you well.

2. You sent an email last week but received no reply. Which phrase is best to use now?

Answer: As per my previous email,

3. You want to make a polite request to your manager. Which phrase do you choose?

Answer: I would be grateful if you could review my proposal.

4. A ___ is someone who pays for your company's services.

Answer: client

5. The ___ of an email is the level of formality in the language you use.

Answer: register

6. You have finished helping a client and want to offer more help. Which phrase is most appropriate?

Answer: Please let me know if you need anything else.

7. You had a phone call with a colleague on Monday. You send a follow-up email. Which phrase do you use to open?

Answer: Further to our conversation,

8. Which of the following is an example of an abbreviation you should avoid in formal emails?

Answer: FYI

Exercise 3: Matching

1. tone → 1

Meaning: The feeling or attitude expressed in your writing

2. register → 2

Meaning: The level of formality in the language you use

3. salutation → 3

Meaning: The greeting at the beginning of an email

4. sign-off → 4

Meaning: The closing phrase before your name at the end of an email

5. superior → 5

Meaning: A person with a higher position than you at work

6. abbreviation → 6

Meaning: A short form of a word or phrase, such as FYI or ASAP

7. context → 7

Meaning: The situation that helps you decide what is appropriate

8. formality → 8

Meaning: The quality of following the rules of professional language

Exercise 4: Gap Fill

1. The way you write changes depending on who you are writing to. This is called ____.

Answer: register

2. I always use a formal ____ such as "Dear Mr Okafor" when writing to a new client.

Answer: salutation

3. My email to the director was too casual. I need to change the ____ to something more professional.

Answer: tone

4. ____ your email last week, I am now able to confirm the dates.

Answer: With reference to

5. If you have any questions, ____.

Answer: please do not hesitate to contact me

6. ____ I have now sent the updated contract to your legal team.

Answer: Further to our conversation,

7. Please avoid using ____ like ASAP or FYI in emails to clients.

Answer: abbreviations

8. I will end this email with "Kind regards" — it is a professional ____.

Answer: sign-off

Exercise 5: Word Sort

Formal phrases to start an email:

I hope this email finds you well., With reference to, Further to our conversation,, As per my previous email,

Formal phrases to make a request:

I would be grateful if, Please do not hesitate to contact me., I am available to discuss this further., Please let me know if you need anything else.

Key vocabulary:

tone, register, salutation, sign-off

Exercise 6: Put the Email in Order

Correct order:

1. Dear Ms Novak,
2. I hope this email finds you well.
3. Further to our conversation on Tuesday, I am writing to confirm the project timeline.
4. I would be grateful if you could review the attached schedule and let me know if you have any questions.
5. As per my previous email, the deadline for the first phase is the 15th of next month.
6. I am available to discuss this further by phone or video call at a time that suits you.
7. Please do not hesitate to contact me if you need any further information.
8. Kind regards,
9. David Osei