

Email Vocabulary – Lesson 1: Professional Email Language

Level: B1 | Business English | Student Worksheet

Vocabulary

NOUNS

recipient (noun)	The person or group who receives an email or document.	<i>Ensure the recipient is correct before sending sensitive information.</i>
salutation (noun)	The formal greeting at the opening of a professional email.	<i>The salutation you choose signals the level of formality in your email.</i>
enclosure (noun)	A document or item included with a letter or email.	<i>Please see the enclosure for full terms and conditions.</i>
notation (noun)	A short note or mark added to a document to provide additional information.	<i>The cc notation at the bottom shows who received a copy.</i>
disclaimer (noun)	A statement limiting the sender's legal responsibility.	<i>The disclaimer states that the email may be confidential.</i>
protocol (noun)	The accepted rules and procedures for a professional context.	<i>There is a protocol for escalating complaints to senior management.</i>
etiquette (noun)	The conventions of polite and professional behaviour.	<i>Good email etiquette includes responding within 24 hours.</i>
query (noun)	A question or request for clarification.	<i>I have a query regarding the invoice you sent last week.</i>
correspondence (noun)	The exchange of emails between two parties.	<i>Please keep all correspondence related to this matter on file.</i>
follow-up (noun)	An action or communication that continues a previous one.	<i>I sent a follow-up email after hearing nothing for a week.</i>
escalation (noun)	The process of referring an issue to a higher level of authority.	<i>The complaint required escalation to the regional director.</i>
turnaround (noun)	The amount of time needed to complete a task or respond to a request.	<i>Our standard turnaround for client queries is two working days.</i>

VERBS

acknowledge (verb)	To confirm that you have received something.	<i>Please acknowledge receipt of this email by return.</i>
outline (verb)	To give a summary of the main points.	<i>I will outline the key changes in the next section.</i>

summarise (verb)	To state the main points briefly and clearly.	<i>Could you summarise the discussion from yesterday's meeting?</i>
escalate (verb)	To refer an issue to a higher authority.	<i>If the problem continues, I will need to escalate it to management.</i>
liaise (verb)	To communicate and cooperate with another person or team.	<i>Please liaise with the finance team to confirm the budget.</i>
follow up (verb)	To take further action after an initial communication.	<i>I will follow up with the supplier if I hear nothing by Friday.</i>
circulate (verb)	To send something to a number of people.	<i>Could you circulate the agenda to all team members?</i>
action (verb)	To take the necessary steps to deal with a task or request.	<i>Please action this request by end of day.</i>

Exercise 1: Sentence Transformation

Rewrite each sentence using the word or phrase given. Do not change the meaning.

1. Tom sent the meeting agenda to all team members.

Use: **CIRCULATE**

2. Could you give us a brief overview of the main points?

Use: **OUTLINE**

3. The manager decided to refer the complaint to a more senior person.

Use: **ESCALATE**

4. I am getting in touch to confirm that we received your email.

Use: **ACKNOWLEDGE**

5. We will work together with the legal team on this matter.

Use: **LIAISE**

6. Please take the necessary steps to deal with this request before Thursday.

Use: **ACTION**

Exercise 2: Error Identification

Each sentence may contain one error, or no error at all. Underline the incorrect word and write the correction. If the sentence is correct, write "Correct".

1. Please acknowledge reservation of this email at your earliest convenience.

Error: _____ Correction: _____

2. Our standard turnover for client queries is two working days.

Error: _____ Correction: _____

3. Could you liaise to the finance team to confirm the figures?

Error: _____ Correction: _____

4. Please circulate the report to all relevant stakeholders before escalating.

Error: _____ Correction: _____

5. The complaint required escalation to the regional director for quick resolution.

Error: _____ Correction: _____

6. Good email etiquette includes responding to queries within a reasonable turnaround.

Error: _____ Correction: _____

7. I will follow on with the supplier if I hear nothing by Friday.

Error: _____ Correction: _____

8. Please keep all correspondence related to this case in archive.

Error: _____ Correction: _____

Exercise 3: Gap Fill

Complete each sentence with the correct word or phrase from the box.

Word Bank: query | disclaimer | summarise | protocol | escalate | acknowledge | turnaround | action

1. I have a ____ regarding the figures on page three of the report.

2. The email included a legal ____ at the bottom stating that the contents were confidential.

3. Could you please ____ the key decisions from the meeting in an email to the team?

4. There is a clear ____ for handling complaints — all cases must be logged first.

5. The issue was too serious to resolve at this level, so we had to ____ it to the director.

6. Please ____ receipt of this message so we know it has reached you.

7. The ____ for processing new applications is currently five working days.

8. Please ____ the points raised in the meeting as soon as possible.

Exercise 4: Matching

Match each word or phrase (A) to its definition (B).

A – Word / Phrase	B – Definition
1. correspondence ____	3. The conventions of polite and professional behaviour
2. enclosure ____	6. A communication that continues or checks on a previous one

3. etiquette ____	4. Referring an issue to a higher level of authority
4. escalation ____	2. A document included with a formal letter or email
5. notation ____	7. The accepted rules and procedures for a professional context
6. follow-up ____	1. The exchange of emails or letters between two parties
7. protocol ____	8. The person or group who receives an email or document
8. recipient ____	5. A short note or mark added to provide additional information

Exercise 5: Word Sort

Place each word in the correct category.

Word Bank: query | notation | turnaround | disclaimer | circulate | enclosure | follow up | liaison | acknowledge | escalation | protocol | salutation

Verbs — managing email	Parts/features of formal email	Nouns — managing problems
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Exercise 6: Paragraph Gap Fill

Complete the email extract by writing the correct word or phrase in each gap. Use the context to help you.

Word Bank: correspondence | acknowledge | query | protocol | escalate | turnaround

- _____ with clients must be handled promptly.
- the first step is to _____ their message within one working day.
- their _____ has been received and is being dealt with.
- There is a clear _____ for handling complex issues.
- they should _____ the issue to the relevant department head.
- Our standard _____ for resolving client issues is five working days.

TEACHER ANSWER KEY

Do Not Distribute to Students

Email Vocabulary – Lesson 1: Professional Email Language | B1

Exercise 1: Sentence Transformation

1. Tom sent the meeting agenda to all team members.

Answer: Tom circulated the meeting agenda to all team members.

2. Could you give us a brief overview of the main points?

Answer: Could you outline the main points?

3. The manager decided to refer the complaint to a more senior person.

Answer: The manager decided to escalate the complaint.

4. I am getting in touch to confirm that we received your email.

Answer: I am writing to acknowledge receipt of your email.

5. We will work together with the legal team on this matter.

Answer: We will liaise with the legal team on this matter.

6. Please take the necessary steps to deal with this request before Thursday.

Answer: Please action this request before Thursday.

Exercise 2: Error Identification

1. Please acknowledge reservation of this email at your earliest convenience.

Error: "reservation" → Correction: "receipt"

Reason: Wrong word — "reservation" means booking a place; "receipt" means confirmation of receiving something.

2. Our standard turnover for client queries is two working days.

Error: "turnover" → Correction: "turnaround"

Reason: Wrong word — "turnover" refers to revenue or staff changes; "turnaround" means the time to complete a task.

3. Could you liaise to the finance team to confirm the figures?

Error: "to" → Correction: "with"

Reason: Wrong preposition — "liaise" is followed by "with", not "to".

4. Please circulate the report to all relevant stakeholders before escalating.

Answer: Correct — no error.

5. The complaint required escalation to the regional director for quick resolution.

Answer: Correct — no error.

6. Good email etiquette includes responding to queries within a reasonable turnaround.

Answer: Correct — no error.

7. I will follow on with the supplier if I hear nothing by Friday.

Error: "on" → Correction: "up"

Reason: Wrong particle — "follow up" is the correct phrasal verb; "follow on" has a different meaning.

8. Please keep all correspondence related to this case in archive.

Error: "in archive" → Correction: "on file"

Reason: Wrong expression — "in archive" is not standard; the correct expression is "on file".

Exercise 3: Gap Fill

1. I have a ____ regarding the figures on page three of the report.

Answer: query

2. The email included a legal ____ at the bottom stating that the contents were confidential.

Answer: disclaimer

3. Could you please ____ the key decisions from the meeting in an email to the team?

Answer: summarise

4. There is a clear ____ for handling complaints — all cases must be logged first.

Answer: protocol

5. The issue was too serious to resolve at this level, so we had to ____ it to the director.

Answer: escalate

6. Please ____ receipt of this message so we know it has reached you.

Answer: acknowledge

7. The ____ for processing new applications is currently five working days.

Answer: turnaround

8. Please ____ the points raised in the meeting as soon as possible.

Answer: action

Exercise 4: Matching

1. correspondence → 1

The exchange of emails or letters between two parties

2. enclosure → 2

A document included with a formal letter or email

3. etiquette → 3

The conventions of polite and professional behaviour

4. escalation → 4

Referring an issue to a higher level of authority

5. notation → 5

A short note or mark added to provide additional information

6. follow-up → 6

A communication that continues or checks on a previous one

7. protocol → 7

The accepted rules and procedures for a professional context

8. recipient → 8

The person or group who receives an email or document

Exercise 5: Word Sort

Verbs — managing email:

acknowledge, circulate, follow up, liaise

Parts/features of formal email:

disclaimer, enclosure, notation, salutation

Nouns — managing problems:

escalation, protocol, query, turnaround

Exercise 6: Paragraph Gap Fill

1. _____ with clients must be handled promptly.

Answer: correspondence

2. the first step is to _____ their message within one working day.

Answer: acknowledge

3. their _____ has been received and is being dealt with.

Answer: query

4. There is a clear _____ for handling complex issues.

Answer: protocol

5. they should _____ the issue to the relevant department head.

Answer: escalate

6. Our standard _____ for resolving client issues is five working days.

Answer: turnaround