

## Emailing phrases pairwork error correction game

Work in twos (or threes) with one Student A worksheet and one Student B worksheet per group. Without showing your worksheet to your partner, try to work out whose version of each phrase below is the correct one and change the wrong version. There is always one right version and one wrong one, so you have to find the (only) correct one (not just the best phrase). The wrong ones could be the wrong function, grammatically incorrect, rude, etc.

### Useful phrases for doing the activity

#### Useful phrases for checking what your partner said

“Can you say that again (more slowly)?”/ “Could you repeat the (last)...?”

“Did you say... (or...)?”

“Can I check that back?”/ “Can I read that back?”

#### Useful phrases for discussing the activity

“Mine says... (dot dot dot)”

“... is different”/ “The difference is...”/ “Yours says... but mine says...”

“I think my/ your version is correct/ wrong because...”

“Okay, let’s move onto the next one”

**Student A****Opening emails****Opening greetings****Opening greetings to one person**

Dear Sirs or Madams

Dear Alex

Dear John. Hi!

**Opening greetings to more than one person**

To everyone

Dear all HR staff

**Opening lines****Opening lines mentioning the last contact between you**

Thanks for your quick reply.

It was a pleasure to meet you last week.

Sorry for my late replying.

**Opening lines with the subject of the email**

I write to you about your latest model.

This is just a quick note to say...

**Social opening lines/ Friendly opening lines**

I hope you are well.

How's it going?

**Body of the email****Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

Please find the information attached.

Please see the below information.

**Requests**

If possible, can you finish it by Friday?

... as possible as you can.

Could you send me...?

**Enquiries/ Asking for information**

First of all, I'd like to know...

I also have question about...

Could you tell me...?

**Answering questions/ Giving information**

In answer to first question,...

You also asked me about...

At last, here's some information about...

**Making arrangements/ Invitations**

Would you like to go out for dinner on Wednesday?

... if you are convenient.

I love to come, but...

That would have been great, but at that time I'm meeting...

**Making complaints**

Unfortunately, it was not what I expected.

**Closing emails****Closing lines****Closing lines talking about the next contact between you**

I'm looking forward to your reply.

I look forward to hear from you.

If you need any further information, please do not hesitate to contact me.

Tomorrow is fine. See you later.

**Closing lines for (big) requests**

Thanks in advance.

**Closing lines when responding to complaints/ apologising**

I hope you are acceptable.

**Social closing lines/ Friendly closing lines**

Have a good weekend.

**Other closing lines**

Thanks again.

I hope it helps.

**Closing greetings**

Best wish

Best regards, Alex

**Name at the end**

Smith

*Hint: The same number of lines are wrong on each worksheet.*

**Student B****Opening emails****Opening greetings****Opening greetings to one person**

Dear Sir or Madam

Dear Mr Alex

Hi John

**Opening greetings to more than one person**

Hi everyone

To: All HR staff

**Opening lines****Opening lines mentioning the last contact between you**

Thanks for your quickly reply.

It was pleasure to meet you last week.

Sorry for my late reply.

**Opening lines with the subject of the email**

I'm writing to you about your latest model.

This is just quick note to say...

**Social opening lines/ Friendly opening lines**

I hope you well.

How are you going?

**Body of the email****Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

Please check the attached file.

Please see the information below.

**Requests**

If possible, can you finish it until Friday?

... as soon as you can.

Please send me...

**Enquiries/ Asking for information**

At first, I'd like to know...

I also have a question about...

Please tell me...

**Answering questions/ Giving information**

In answer to your first question,...

You also ask me about...

Lastly, here's some information about...

**Making arrangements/ Invitations**

Would you like to go out for dinner on this Wednesday?

... if you are available.

I'd love to come, but...

That would have been great, but at that time I will meet...

**Making complaints**

I'm afraid but it was not what I expected.

**Closing emails****Closing lines talking about the next contact between you**

I'm waiting for your reply.

I look forward to hearing from you.

If you need any further questions, please do not hesitate to contact me.

Tomorrow is fine. See you then.

**Closing lines for (big) requests**

Thanks for cooperating.

**Closing lines when responding to complaints/ apologising**

I hope that is acceptable with you.

**Social closing lines/ Friendly closing lines**

Have good weekend.

**Other closing lines**

Thanks you again.

I hope that helps.

**Closing greetings**

Best wishes

Best regards, Alex Case

**Name at the end**

John Smith

*Hint: The same number of lines are wrong on each worksheet.*



### **All errors stage**

*These are all wrong, so make sure these versions are not on your corrected worksheets.*

### **Opening emails**

#### **Opening greetings**

#### **Opening greetings to one person**

Dear Sirs or Madams

Dear Mr Alex

Dear John. Hi!

#### **Opening greetings to more than one person**

To everyone

Dear all HR staff

#### **Opening lines**

#### **Opening lines mentioning the last contact between you**

Thanks for your quickly reply.

It was pleasure to meet you last week.

Sorry for my late replying.

#### **Opening lines with the subject of the email**

I write to you about your latest model.

This is just quick note to say...

#### **Social opening lines/ Friendly opening lines**

I hope you well.

How are you going?

### **Body of the email**

#### **Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)**

Please check the attached file.

Please see the below information.

#### **Requests**

If possible, can you finish it until Friday?

... as possible as you can.

Please send me...

#### **Enquiries/ Asking for information**

At first, I'd like to know...

I also have question about...

Please tell me...

**Answering questions/ Giving information**

In answer to first question,...

You also ask me about...

At last, here's some information about...

**Making arrangements/ Invitations**

Would you like to go out for dinner on this Wednesday?

... if you are convenient.

I love to come, but...

That would have been great, but at that time I will meet...

**Making complaints**

I'm afraid but it was not what I expected.

**Closing emails****Closing lines****Closing lines talking about the next contact between you**

I'm waiting for your reply.

I look forward to hear from you.

If you need any further questions, please do not hesitate to contact me.

Tomorrow is fine. See you later.

**Closing lines for (big) requests**

Thanks for cooperating.

**Closing lines when responding to complaints/ apologising**

I hope you are acceptable.

**Social closing lines/ Friendly closing lines**

Have good weekend.

**Other closing lines**

Thanks you again.

I hope it helps.

**Closing greetings**

Best wish

Best regards, Alex

**Name at the end**

Case

*Without looking at the previous worksheets, correct all the phrases above. Then check with the corrected versions of your original worksheets. Other corrections are possible, so please check if you changed it in a different way.*

**Brainstorming stage**

*Without looking above, write at least two suitable phrases of each kind below. Phrases not above are also fine as long as they match the category.*

**Opening****Opening greetings****Opening greetings to one person****Opening greetings to more than one person****Opening lines****Opening lines mentioning the last contact between you****Opening lines with the subject of the email****Social opening lines/ Friendly opening lines****Main body of the email****Mentioning information elsewhere (attachments, text pasted in, links, websites, etc)****Requests****Enquiries/ Asking for information**



**Answering questions/ Giving information**

**Making arrangements/ Invitations**

**Making complaints**

**Closing**

**Closing lines**

**Closing lines talking about the next contact between you**

**Closing lines for (big) requests**

**Closing lines when responding to complaints/ apologising**

**Other closing lines**

**Closing greetings**

**Name at the end**

*Use the worksheets above to help with the brainstorming task, brainstorm more, then compare your extra phrases as a class or with a big list of phrases.*