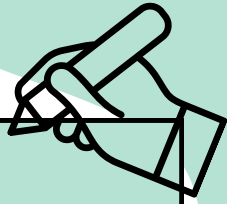




# SOME MORE HELP WITH FORMAL WRITING



## INFORMAL VS FORMAL LANGUAGE

### VERBS



buy  
get  
give  
Ask for  
Find out  
Look at  
Go down  
Put off  
Set up  
Show  
Start  
End/ Finish  
Say  
Think  
Seem/Look  
Make  
Help  
Change  
Solve  
Explain  
Need  
Keep  
Hurry  
Think about  
Point out  
Make sure  
Tell me  
I am sorry

purchase  
obtain, acquire, receive  
Provide/Supply  
Request/Enquire  
Ascertain/Determine  
Examine/Inspect/Review  
Decrease/Decline  
Postpone  
Establish/Implement  
Demonstrate/Illustrate  
Commence/Initiate  
Conclude/Terminate  
State/Declare  
Consider/Contemplate  
Appear/Indicate  
Create/Generate/Produce  
Assist  
Modify/Alter/Revise  
Resolve/Address  
Clarify  
Require  
Retain/Preserve  
Expedite  
Consider/Reflect upon  
Indicate/Highlight  
Ensure/Verify  
Inform me/Advise me  
I apologize

### CONNECTORS



But  
So  
And  
About

However/Nevertheless  
Therefore/Consequently  
Furthermore/Moreover  
Regarding/Concerning

### MORE

Any questions, just ask! -

**Please do not hesitate to contact me if you have any questions.**

Hope to hear from you soon- **I look forward to hearing from you at your earliest convenience.**

- Gotta - **Must/ It is necessary**
- Wanna/Want to - **Wish to/Would like to**
- Loads of/A lot of - **A significant amount of/ numerous**
- Pretty/Really/Very - **Considerably/ Extremely/**
- Okay - **Satisfactory/Acceptable**



## EXERCISES

Transform the following informal email into a formal email. Use the vocabulary provided in the "INFORMAL VS FORMAL LANGUAGE" section of the document to replace the informal words and phrases with their formal equivalents. Maintain the original meaning and intent of the email.

### Exercise 1

Hey,

So, I gotta say, I'm not happy with the service I got. I bought this thing, and it's not working out. It seems like nobody really looked at it before they sent it. And to be honest, it's pretty bad.

I'm putting off using it 'cause it's a mess. I need this sorted, like, now. Can you help me fix this? I'm telling you, I'm not gonna wait around.

Any questions, just ask! Hope to hear from you soon.

Cheers,

Cristina

### Exercise 2

Hey,

I wanted to drop you a line about those grants for studying in the UK. I'm trying to find out how to apply and what the requirements are. It's been hard to get the info I need.

Could you give me a hand with this? I'd really appreciate it if you could send me any details you've got. Like, what's the deadline, and what documents do they want?

Cheers,

Cristina



## TEACHER'S

### Exercise 1

Dear Sir/Madam,

I am writing to express my dissatisfaction with the service I received. I purchased an item which is not functioning correctly. It appears that the item was not thoroughly examined prior to dispatch. The quality is, frankly, unacceptable.

I have had to postpone utilizing the item due to these deficiencies. I require this matter to be resolved expeditiously. I would be grateful if you could assist me in rectifying this situation.

Please do not hesitate to contact me if you require any further information. I look forward to hearing from you at your earliest convenience.

Yours sincerely,

Cristina Cabal

### Exercise 2

Dear Sir/Madam,

I am writing to enquire about grants for studying in the UK. I am trying to ascertain how to apply and what the requirements are. It has been difficult to obtain the information I require.

Could you assist me with this? I would appreciate it if you could provide me with any details you have. For example, what is the deadline, and what documents are required?

I look forward to hearing from you at your earliest convenience.

Sincerely,

Cristina Cabal

