The class
You can find this class and all our other English classes on our Facebook page.

Language quiz
The sentences below are too informal for a formal letter. Can you change them by replacing the underlined words or phrases with a more formal equivalent.

Example
We will back up your decision.

Answer
We will support your decision.

1. Please get in touch with us if you need any further advice.

2. Can you send me the info by email asap.

3. We have decided to call off the meeting.

4. I'm sorry if this has caused any probs.

5. We'll let you know in Feb.

Well done! Now you can check your answers at the bottom of the next page. Correct.
**Speaking and writing practice**

Write two letters – one formal to a client and one informal to a friend. In both letters:

- Give a reason for contacting them.
- Apologise for something.
- Make a plan for the future.
- Sign off the letter.

Pay attention to the style of your letter by using the table below.

<table>
<thead>
<tr>
<th>FORMAL</th>
<th>INFORMAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formal vocabulary</td>
<td>Informal words and phrasal verbs.</td>
</tr>
<tr>
<td>Full forms of words and fewer contractions</td>
<td>abbreviations, contractions, and acronyms.</td>
</tr>
<tr>
<td>More complex sentence structure and more passive forms</td>
<td>Simple, short sentences</td>
</tr>
</tbody>
</table>

**Answers to exercise on page 1**

1. Please contact us if you require any further advice.

2. Can you send me the information by email as soon as possible.

3. We have decided to cancel the meeting.

4. I apologise if this has caused any problems / inconvenience.

5. We’ll inform you in February.