

Before you press Send

EEL1 · Clear email endings · B1-B2 · Adults / Business English

1. Read Priya's email. What is unclear about the next step?

New message

To: Marta

Subject: Customer report

Hi Marta,
The draft report is attached. Could you check the figures?

Hope to hear from you soon.
Kind regards,
Priya

Does Priya say when she needs a reply? Does she say she will wait for approval before sending the report to the customer? Compare your answers.

A closing line or a sign-off?

A **closing line** is your final message. It can ask for action or explain what happens next.

Example: **Please confirm your approval by 3 pm tomorrow.**

A **sign-off** is a short farewell before your name: **Kind regards**, or **Best wishes**,

Put the closing line, sign-off and your name on separate lines.

2. Write L (closing line) or S (sign-off).

- | | |
|---|----------------------|
| 1. ___ Looking forward to meeting you next week. | 2. ___ Kind regards, |
| 3. ___ Please confirm your approval by 3 pm tomorrow. | 4. ___ Best wishes, |
| 5. ___ I'll contact you when I have an update. | 6. ___ All the best, |

Two useful patterns

look forward to + -ing: I look forward to **hearing** from you.

hope to + base verb: I hope to **hear** from you soon.

Short forms **Looking forward to...** and **Hope to...** are common in emails.

Kind regards / Best regards: professional. Best wishes / All the best: often warmer.

Make the next step clear

EEL1 · Choose an ending that matches the purpose of your email

3. Correct one error in each ending. Write in your notebook.

1. I look forward to meet you next week.
2. Hope to hearing from you soon.
3. Kind regard,
4. I'll wait your approval before sending the report.
5. Please let me to know if you have any questions.
6. I'll contact you when I will have an update.

Useful closing lines - use or change these

Looking forward to meeting you next week.

Hope to hear from you soon.

Please confirm your approval by 3 pm tomorrow. I'll wait for your approval before sending the report.

Please let me know if you have any questions.

I'll be in touch when I have an update.

4. Choose a closing line and a sign-off for each situation. Say why.

A A supplier has not replied. You want an update, but there is no deadline.

B Marta must approve the report before you send it to the customer. You need approval by 3 pm tomorrow.

C Your first meeting with a new client is confirmed for next week.

D You have sent clear instructions. Offer help if the reader needs it.

5. Write it. Check it. Improve it.

Choose **B** or **C**. Write the closing line, sign-off and your name. Hide the situation letter.

Your partner guesses the situation and explains what should happen next.

For B, check that approval, the deadline and waiting are clear. Swap roles.

Your teacher gives you a changed detail. Improve your ending.

Optional homework: use the separate practice sheet and self-check key.

Teacher notes & answers

EEL1 · Closing lines, sign-offs and a clear next action

Begin with the email, then notice the distinction

Give learners student pages 1-2; keep teacher notes separate. Ask what Marta is being asked to do. The email requests a check of the figures, but gives no deadline and does not say Priya will wait for approval before sending the report. Both task 1 questions therefore have the answer “No / not stated”. Do not assume a check means approval, or that silence gives permission. Let learners explain the ambiguity before reading the language box.

Task 2: closing line or sign-off?

1 **L**; 2 **S**; 3 **L**; 4 **S**; 5 **L**; 6 **S**. Closing line and sign-off are useful teaching labels; some guides use “closing” more broadly. A sign-off is the farewell before the name, not the request for action. The worksheet models a comma after the sign-off and the sender’s name on the next line; punctuation can vary by house style.

Task 3: suggested corrections

- 1 I look forward to **meeting** you next week. (look forward to + -ing)
- 2 Hope to **hear** from you soon. (hope to + base verb)
- 3 Kind **regards**, (usual plural form)
- 4 I’ll **wait for** your approval before sending the report. (wait for + noun)
- 5 Please **let me know** if you have any questions. (let + person + base verb)
- 6 I’ll contact you **when I have** an update. (present simple after when for this future time clause)

Task 4: possible answers and meanings

A: Hope to hear from you soon. / Kind regards,

B: Please confirm your approval by 3 pm tomorrow. I’ll wait for your approval before sending the report. / Kind regards,

C: Looking forward to meeting you next week. / Best regards,

D: Please let me know if you have any questions. / Kind regards,

Accept natural alternatives that preserve the intended purpose. For B, “reply” is not necessarily “approval”: a reply may contain questions or requested changes. “Hope to hear from you soon” alone supplies neither an approval requirement nor a deadline.

Task 5: give the listener a real check

Model one round, then let partners write and identify B or C. The listener should explain the required action, any deadline and whether sending is on hold. For the second attempt, give B: “Marta is away until next week.” The sender must propose another approver or a new deadline, not treat silence as approval. For C: “The meeting is now online, not at the office.” A possible new line is “Looking forward to speaking with you online next week.” There is no single required wording.

Adapt and finish with speaking

One-to-one: take the other role and ask what action the ending communicates. Online: show one student page at a time; use chat for revised endings. Groups of three: rotate writer, reader and checker. Support: keep the phrase bank visible. Challenge: hide it and ask learners to make their own ending. Briefly review two useful phrases, then choose questions from teacher page 2. Optional homework has fresh practice, corrections and a model email in a separate two-page PDF.

Talk about the messages we send

EEL1 · Final speaking · Choose several questions and explore the answers

Take turns asking and answering. Ask a follow-up and listen for something

you have in common. Learners may use invented examples or pass on a personal question.

- 1 What are you looking forward to at work or outside work? What makes it appealing?
- 2 Do you prefer an email, a message or a call for a quick question? When does this change?
- 3 When do you need approval before doing something? What happens if the reply is late?
- 4 How do you feel when someone does not reply? How long would you wait?
- 5 What makes an email sound friendly to you? Can it be too friendly?
- 6 Have you ever misunderstood a short message? What helped you understand it?
- 7 What meeting or event would you like to arrange? Who would you invite?
- 8 How do you politely remind someone about a deadline? What words would you use?
- 9 When is it better to ask a question than make an assumption? Give an example.
- 10 What do you usually thank people for at work or at home? How do you show it?
- 11 What would you check before sending an important document? Who could help you?
- 12 Which email ending from this lesson will be useful to you? Give a realistic example.

Finish with a fresh email ending

A colleague must approve a price before you quote it to a customer.
Agree a realistic deadline. Each learner says a closing line and a sign-off.
The listener explains who acts next, by when and what must happen first.
Then share one useful idea from your partner's answers.