

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.