

## Writing External 'thank you' email

**1A** Put the sentences (a–g) of the 'thank you' email in the correct order.

Dear Henri,

- \_\_\_ (a) Kind regards,
- \_\_\_ (b) I would also like to express our appreciation for the way you handled the last minute changes we made when we realised we would need two extra analysts and that both of them would need to speak Portuguese.
- \_\_\_ (c) Thank you and your staff once again for all your hard work. I look forward to working with you on other projects.
- 1 (d) I am writing to thank you and your team for your excellent recruitment services. Thanks to your hard work we now have six excellent new employees.
- \_\_\_ (e) Pietro sorted out that problem very quickly and found us two excellent people.
- \_\_\_ (f) Can I conclude by saying you showed great professionalism, patience and good humour throughout the project.
- \_\_\_ (g) We will definitely use your company again in the future and have already recommended you to other companies in the industry.

Frauke Hein

**B** How did the writer organise the email in Exercise 1A? Complete the table with the letters a–g.

Beginning	Details	Closing

**2** Use the notes below to write a 'thank you' email of about 140 words to a supplier.

- design company run by Diana
- designed a 10th anniversary brochure
- design was beautiful
- their team was creative and hard-working
- they agreed to include some extra photos we sent very late
- the price was good value
- the designer (Velleda) was really patient
- the company hope to work with them again
- we have given their name to your professional association

- Write three parts – beginning, details and closing.
- Mention a particular problem.
- Mention a specific person who did very well.