

Formal email: arranging an appointment

1 Work in pairs. Discuss the questions.

- 1 Why do some students prefer to rent a flat or house together rather than living in a university hall of residence?
- 2 What would you need to discuss before you agree to share a flat or house with others?
- 3 What do you think an agreement between tenants and a landlord or landlady would include?

2 Read the exam task in exercise 6 and answer the questions (1–4).

- 1 Who are you writing to?
- 2 Who does she work for?
- 3 Why are you writing to her?
- 4 Are you going to use formal or informal language?

3 Complete the sentences (1–5) with words from the box.

alternatively available convenient possible suit

- 1 Would 6 p.m. on Saturday \_\_\_\_\_ you?
- 2 I would prefer not to come in the evening, if at all \_\_\_\_\_.
- 3 I am \_\_\_\_\_ on Friday and Saturday evenings.
- 4 Would either Monday or Tuesday evening be \_\_\_\_\_ for you?
- 5 \_\_\_\_\_, I could come on Saturday afternoon after three.

4 Read the phrases and sentences (1–5). Where does each appear? At the beginning (B) or the end (E) of a formal email?

- 1 I am writing to ask ... \_\_\_\_\_
- 2 I look forward to hearing from you. \_\_\_\_\_
- 3 I would like to inquire if it would be possible ... \_\_\_\_\_
- 4 Please contact me if you need more information. \_\_\_\_\_
- 5 I hope to hear from you soon. \_\_\_\_\_

5 Make some notes next to the headings about what good tenants should do.

<i>The rent</i>	<i>Pay it on time.</i>
<i>The property</i>	
<i>The neighbours</i>	
<i>The landlord/landlady</i>	

EXAM STRATEGY

- Use formal language and polite phrases in an email in which you are writing to anyone who is not a friend.
- Begin your email with *Dear Mr/Ms* and the person's surname.
- End your email with *Yours sincerely* and your given and family names. (In English, your given name comes first.) You can also use *Best regards* or *Kind regards* instead of *Yours sincerely*. They are a little more informal and suitable for emails.

6 EXAM TASK You are a student at Manchester University. You and three friends are looking for a house to share together in six months' time. Read the advertisement and write an email of at least 100 words to Helen Radcliffe in which you:

- ▶ explain why you are interested in this property,
- ▶ say why you and your friends would be good tenants,
- ▶ suggest three times you could view the house.

CITY HOMES



This is a beautiful, spacious 4-bedroom semi-detached house in Fallowfield, a very popular part of the city. The house is close to many local amenities and bus routes.

The bedrooms are all large, and each has a double bed, desk, chair, wardrobe and chest of drawers.

There are two modern bathrooms, a lounge, a large kitchen and a pretty garden at the back of the house.

Due to excellent insulation and central heating, the house is very warm throughout the year.

- ▶ Gas, electricity and water bills are included.
- ▶ The house is available for a group of four students.
- ▶ Deposit: £400 per person
- ▶ Evening and weekend viewings are available.

To arrange a viewing, please contact Helen Radcliffe at: [helen@cityhomes.com](mailto:helen@cityhomes.com)

Check your work.

- Have you written about all three points in the task?
- Have you used appropriate formal language?
- Have you checked your work for grammar, vocabulary and spelling mistakes?
- Have you written at least 100 words?

## Formal email: arranging an appointment

Dear Mr/Ms (Smith),

Dear Sir/Madam,

I am writing (to ask if I could) arrange a viewing of (21, Scotland Road next week).

I am available most evenings after six.

I would be able to come on Saturday afternoon between three and six.

I would prefer to come during the day if at all possible.

I could come at any time after 2 p.m.

Four o'clock would be ideal.

Alternatively, I could come at five.

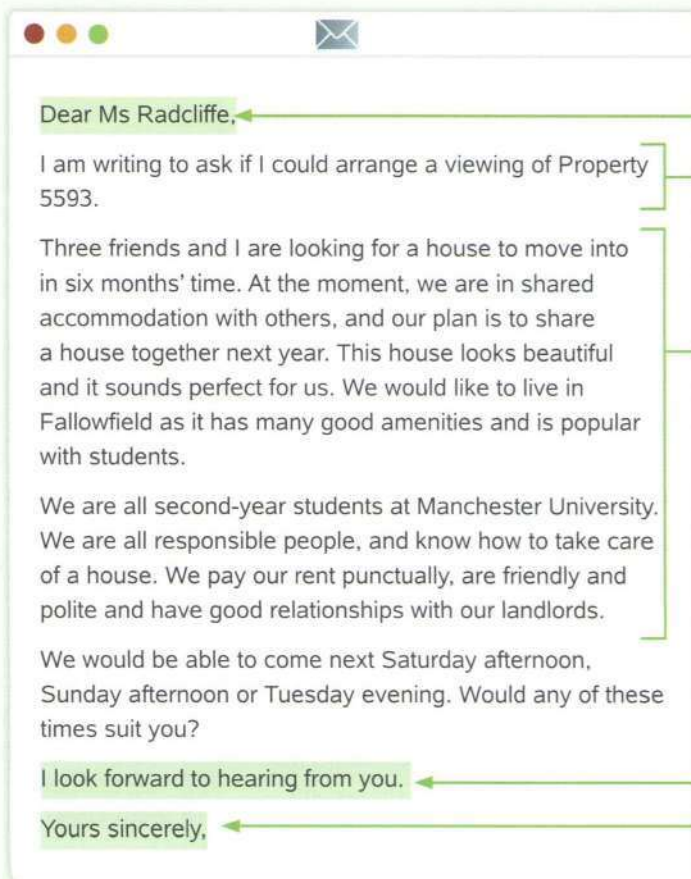
Could we arrange something within the next few days?

Would it be possible to book a viewing for tomorrow?

Would this time suit you?

Would any of these times be convenient?

Best/Kind regards,



The screenshot shows an email draft window with a title bar containing three colored circles (red, yellow, green) and an envelope icon. The email content is as follows:

Dear Ms Radcliffe,

I am writing to ask if I could arrange a viewing of Property 5593.

Three friends and I are looking for a house to move into in six months' time. At the moment, we are in shared accommodation with others, and our plan is to share a house together next year. This house looks beautiful and it sounds perfect for us. We would like to live in Fallowfield as it has many good amenities and is popular with students.

We are all second-year students at Manchester University. We are all responsible people, and know how to take care of a house. We pay our rent punctually, are friendly and polite and have good relationships with our landlords.

We would be able to come next Saturday afternoon, Sunday afternoon or Tuesday evening. Would any of these times suit you?

I look forward to hearing from you.

Yours sincerely,

If you don't know the name of the person you're writing to, use *Dear Sir* or *Madam* or *Dear Sir/Madam*.

In the first paragraph say what you're writing about.

In the second and third paragraphs give more information about your request.

Finish your email with a suitable phrase.

If you started with *Dear Sir* or *Madam*, end with *Yours faithfully*. If you used *Dear Mr/Mrs/Ms* + surname, end with *Yours sincerely*.