

Worksheet: Writing Emails (B1–B2)

Why Email Matters

In academic and health-related fields, email is a primary form of communication. Whether you're contacting a professor, a public health organisation, or a colleague, your message must be clear, polite, and professional. Choosing the correct tone and structure shows respect and builds credibility.

Watch the videos:

- > Video 1 Useful phrases for emails: <https://www.youtube.com/watch?v=Sw61Uu8ftII> (7')
- > Video 2 Writing business emails: <https://www.youtube.com/watch?v=3Tu1jN65slw> (18')

1. Matching Task: Formal or Informal?

Below are four short descriptions of emails written by health or health economics students or professionals. Match each description (A–D) to the most suitable opening line (1–4).

Then decide: Which are formal and which are informal?

Email Contexts	Openings
A. Helly, a public health student, is emailing her friend and classmate about plans to meet for a group project discussion. 4	1. Hello Ms Harris, I'm volunteering this weekend and would like to confirm the timing for my shift. (semi-)formal
B. Jonas, an intern at a health policy office, is writing to a senior colleague he has not met before to request a document. 3	2. Dear Professor Miller, I hope this message finds you well. I'm writing to ask about the submission deadline for our report. formal
C. Maya, a health economics student, is writing to her professor to ask for an extension on a report deadline. 2	3. Dear Sir or Madam, I am currently interning at the Health Data Centre and would appreciate it if you could send me a copy of the latest access policy. formal
D. Luca, a student volunteer, is emailing the volunteer coordinator to ask about shift times for an upcoming health campaign. 1	4. Hi Sam, Just checking if we're still meeting later to go over the presentation slides. informal

2. Key Phrases: Endings

Identify which phrases are suitable for formal and informal emails. Tick the correct box.

Phrase	Formal	Informal
Yours sincerely,	<input type="checkbox"/>	<input type="checkbox"/>
Cheers,	<input type="checkbox"/>	<input type="checkbox"/>
Kind regards,	<input type="checkbox"/>	<input type="checkbox"/>
Best wishes,	<input type="checkbox"/>	<input type="checkbox"/>
Yours faithfully,	<input type="checkbox"/>	<input type="checkbox"/>
See you soon,	<input type="checkbox"/>	<input type="checkbox"/>
With best regards,	<input type="checkbox"/>	<input type="checkbox"/>
Talk soon,	<input type="checkbox"/>	<input type="checkbox"/>
Yours truly,	<input type="checkbox"/>	<input type="checkbox"/>
Bye for now,	<input type="checkbox"/>	<input type="checkbox"/>

3. Put the words in the correct order.

1) well • message • I • hope • this • finds • you I hope this message finds you well.
2) information • could • please • you • me • send • more Could you please send me more information?
3) a • writing • am • request • I • to • extension • an I am writing to request an extension.
4) to • you • forward • working • with • I • look I look forward to working with you.
5) appointment • writing • confirm • our • I • am • to I am writing to confirm our appointment.
6) available • let • know • please • are • you • when Please let me know when you are available.
7) your • soon • I • response • forward • to • look I look forward to your response soon.
8) deadline • about • the • I • question • a • have I have a question about the deadline.
9) meeting • I • the • confirm • to • writing • am I am writing to confirm the meeting.

10) report • updated • send • health • please • the • can • you • me
Can you please send me the updated health report?

4. Rewrite a Poor Email

Read the following disorganised and informal email from a classmate to a university lecturer.

Rewrite the email using **formal tone**, correct **structure**, and appropriate **language** for academic communication.

Make sure to:

- Use a formal greeting and closing
- State the purpose clearly
- Use polite requests

Original Informal Email

hey

i don't get the assignment thing. is it due this week or what? also i can't open the file u put online, can u resend?

cheers

tom

5. Complete the email

Complete the following **formal email** by filling in the gaps with appropriate words or phrases from the **word bank**.

position	develop	strong	contact me
apply	advertised	consider	real-world

Subject: Internship Application – Public Health Research

Dear Dr Shan,

I hope this email finds you well. I am writing to **apply** _____ for the summer internship **position** _____ in the Department of Public Health, as **advertised** _____ on the university website.

I am currently in my second year of the BSc in Health Economics and have a **strong** interest in data analysis and public health policy. I believe this internship will provide me with valuable experience and allow me to **develop** my academic skills in a **real-world** context.

Please find my CV and academic transcript attached. I would be very grateful if you could **consider** my application.

If you need any further information, please do not hesitate to **contact me**.

Thank you for your time and consideration.

Kind regards,
Ana Ribeiro

6. Complete the Worksheet “Organising emails” (Moodle).

7. Email Writing Task (Production) (30 mins)

Choose **one** of the following scenarios and write a professional email. Remember the typical **structure**, and to **proof-read** your final draft. Write about 80 words.

- > Email your professor about missing a session
- > Email a project coordinator to request data for a group assignment
- > Write a complaint about a late delivery of an amazon order
- > Apply for an internship in the local hospital.

Want to learn more? Go to the British Council website:

<https://learnenglish.britishcouncil.org/business-english/english-emails>

Sources used: British Council Learning English