Emailing. Cultural misunderstandings. Formal versus informal English



Dear Ms. Krum,

Further to our phone call last week, I can now give you the final details for the fall conference. The event will take place on 8 June at the Meridien Hotel. The hotel can be found downtown next to the main subway station, opposite the Grande Theater.

I am pleased to say that we have booked the second floor conference suites for the event and the main restaurant for the evening meal and awards ceremony. Note that there is underground parking at the venue with elevators going directly to the second floor.

Regarding the awards ceremony, the event is black tie so women will be expected to not wear pants.

Could you please let me know if you need any help with booking accommodation or flights. Furthermore, please inform us of what equipment your presentation requires.

Finally, due to the precautions we now need to take when holding larger events, we expect participants to take care of personal hygiene and to wash up before entering the conference rooms.

Please feel free to contact me if you have any further questions.

Yours sincerely.

Xavier

a. In the email there are a number of formal phrases that are shown in italics. Match them with their less-formal equivalent in the box.

Best wishes As we discussed last week Hi Sheila Also Drop me a line Get in touch About the

b. Working with a partner now read the text aloud as it is with the formal phrases. Then replace the formal phrases with the informal ones. Read the text again with the informal phrases.

Discuss:

Why does the email sound different with the formal and informal phrases? In which situations would you use the more informal phrases?

Chapter 5