Formal and informal words 1

VOCABULARY PRACTICE

INTERMEDIATE | B1-B2

Name: _____ **Date:** _____

1 Match each informal expression with its formal equivalent.

1 put off	____	a investigate
2 find out	____	b tolerate
3 look into	____	c postpone
4 put up with	____	d emphasise or draw attention to
5 get in touch	____	e contact
6 deal with	____	f discover or ascertain
7 point out	____	g address or handle
8 go up	____	h increase

2 Complete the formal collocations.

attention | **complaint** | **concerning** | **delay** | **further** | **increase** | **investigation** | **response**

1 draw _____ to

2 a formal _____

3 _____ your application

4 without _____

5 take _____ action

6 a significant _____

7 conduct an _____

8 await your _____

3 Correct the register problem in each sentence.

1 The report *talks about* three causes. _____

2 We will *look into* your complaint. _____

3 Prices *went up* by ten per cent. _____

4 The meeting was *put off*. _____

5 Please *get in touch with* reception. _____

6 The policy cannot *put up with* abuse. _____

7 The letter *points out* two errors. _____

8 We *found out* the cause. _____

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4 Complete the complaint response with words from the box.

address | ascertained | concerning | contact | increase | investigate | postponed | response

Thank you for your letter **1** _____ the recent price **2** _____. We will **3** _____ the matter and **4** _____ each issue raised. We have already **5** _____ that a technical error occurred. The scheduled review has therefore been **6** _____. We will **7** _____ you within five working days and provide a full **8** _____.

5 Read the text and answer the questions briefly.

Register is more than vocabulary

Formal writing often uses precise verbs, complete forms and impersonal structures, but replacing every simple word with a longer one does not guarantee a professional style. Excessively elaborate language may obscure the message. Effective writers consider relationship, medium and purpose, then choose the level of formality that communicates clearly without sounding careless or pompous.

1 Name two features of formal writing. _____

2 Do longer words guarantee professionalism? _____

3 What can elaborate language do? _____

4 Which three factors should writers consider? _____

5 What must the chosen register achieve? _____

6 Which two negative impressions should be avoided? _____

6 Rewrite using the formal word in capitals.

1 They put off the inspection. **POSTPONED** _____

2 We found out why it failed. **ASCERTAINED** _____

3 Please get in touch with me. **CONTACT** _____

4 The report points out a risk. **HIGHLIGHTS** _____

OVER TO YOU

Write a **100-120 word** formal response to a customer or school complaint. Acknowledge the issue, explain action and give a timeframe.

[ ] Use at least ten formal expressions. [ ] Maintain a professional tone. [ ] Avoid unnecessary complexity.

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ANSWER KEY

1 Register equivalents

1 **c** 2 **f** 3 **a** 4 **b** 5 **e** 6 **g** 7 **d** 8 **h**

2 Formal collocations

1 **attention** 2 **complaint** 3 **concerning** 4 **delay** 5 **further** 6 **increase** 7 **investigation** 8 **response**

3 Register corrections

1 **discusses** 2 **investigate** 3 **increased** 4 **postponed**
5 **contact** 6 **tolerate** 7 **highlights** 8 **ascertained**

4 Complaint response

1 **concerning** 2 **increase** 3 **investigate** 4 **address** 5 **ascertained** 6 **postponed** 7 **contact** 8 **response**

5 Reading - suggested answers

1 Precise verbs and complete or impersonal forms. 2 No. 3 Obscure the message.
4 Relationship, medium and purpose. 5 Communicate clearly. 6 Carelessness and pomposity.

6 Rewriting - possible answers

1 They **postponed** the inspection. 2 We **ascertained** why it failed. 3 Please **contact** me. 4 The report **highlights** a risk.

Over to you: Answers will vary. Check register consistency, clarity and appropriate action.