MATURA WRITING TASKS

FORMAL E-MAIL

Level B1

Your goal at B1: Write a clear, polite formal e-mail with a proper greeting, a clear subject line, short paragraphs and a correct sign-off. Keep it formal – not like a text message.

B1 · PHASE 1 – FORMAL OR INFORMAL? (MATCH)

Match each informal expression to its formal e-mail version. **Careful – they are not in the same order!** Write the pairs, e.g. 1–d.

Informal (text/chat)	Formal e-mail (mixed up)
1 Hey!	a Yours faithfully,
2 Wanna ask you something	b Dear Sir or Madam,
3 Cheers,	c I look forward to your reply.
4 Get back to me	d I would like to ask you something.
5 Write soon!	e Thank you for your time.

TASK: Copy the five formal versions into your notebook.

B1 · PHASE 2 – SUBJECT LINES (MATCH)

A good subject line is short and clear. Match each e-mail to its best subject line. **The order is mixed up.**

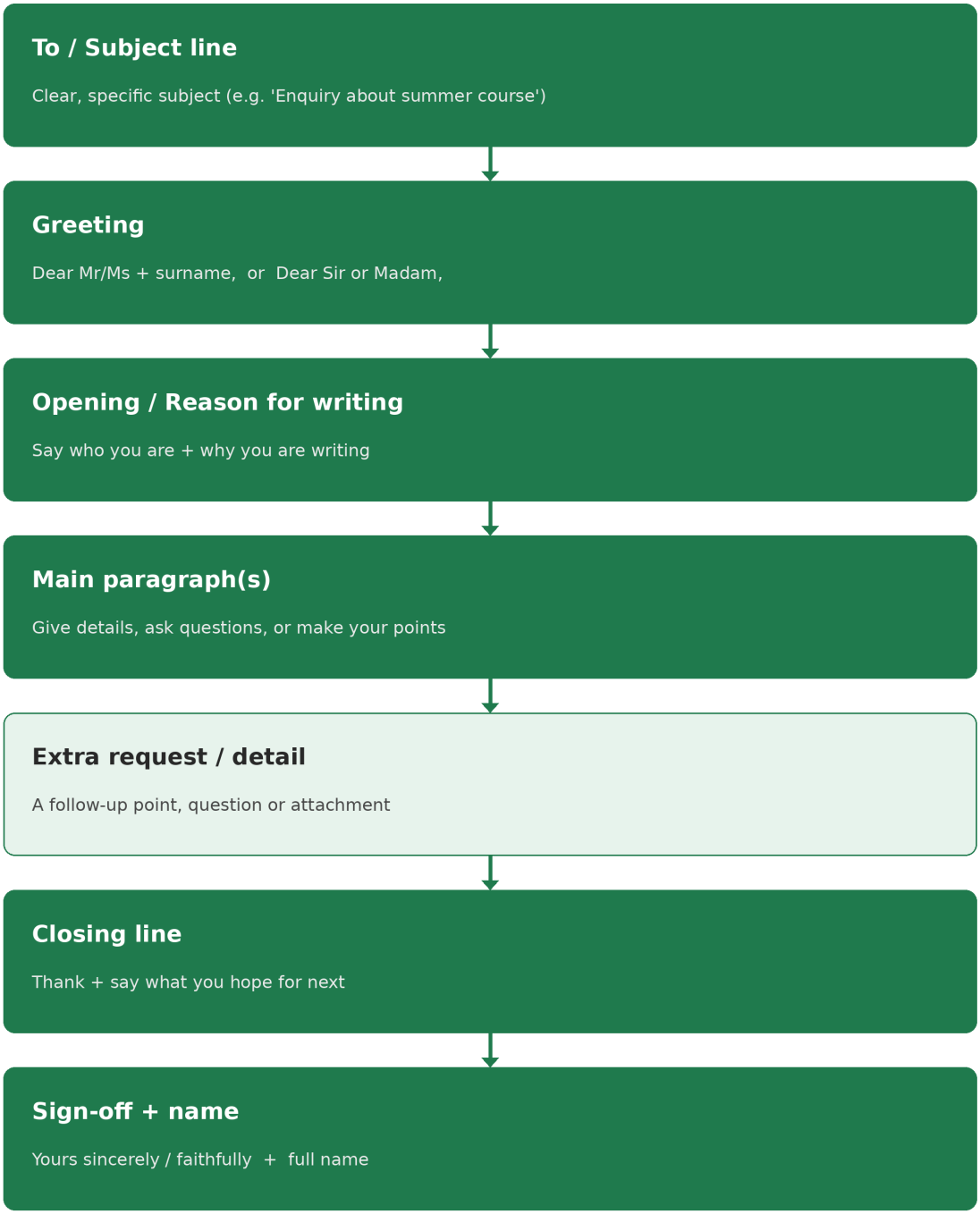
Purpose of e-mail	Subject line (mixed up)
1 asking about a course	a Complaint about faulty phone
2 applying for a job	b Enquiry about summer course
3 complaining about a phone	c Request for information
4 asking for information	d Application for summer job

TASK: Write a short subject line for an e-mail booking a table at a restaurant.

B1 · THE STRUCTURE YOU ARE BUILDING TOWARDS

Study this plan before you start. A formal e-mail looks like an email (with a To and Subject line) but reads like a formal letter: polite greeting, clear paragraphs, and a proper sign-off. The biggest danger is being too informal – keep it professional.

A FORMAL E-MAIL — STRUCTURE



Greeting & sign-off. If you know the person's name, use **Dear Mr/Ms + surname** and end **Yours sincerely**. If you do not, use **Dear Sir or Madam** and end **Yours faithfully**. Never open a formal e-mail with *Hi* or *Hey*.

B1 · PHASE 3 – PUT THE E-MAIL IN ORDER

These parts of a formal e-mail are in the **wrong order**. Number them 1–6 to put them right.

a Yours faithfully, + your name
b The reason you are writing
c Dear Sir or Madam,
d A closing line (I look forward to hearing from you.)
e The details or your question
f Subject: Enquiry about summer course

*Remember: the **subject line** comes first and the **sign-off** comes last.*

B1 · PHASE 4 – SENTENCE BUILDING

Complete each sentence with your own words.

1 I am writing to _____.
2 I saw your advertisement _____.
3 I would like to know _____.
4 Could you please _____?
5 Thank you for _____.
6 I look forward to _____.

B1 · PHASE 5 – MAKE IT FORMAL

Rewrite each too-casual line so it is suitable for a formal e-mail.

1 Hi, I wanna ask about your course.
2 Can u send me the info asap?
3 Thanks a lot, bye!
4 Btw, how much does it cost?
5 Lemme know when it starts.

B1 · PHASE 6 – POLITE QUESTIONS

Turn each direct question into a polite one for a formal e-mail.

1 How much is it?
2 When does it start?
3 Is lunch included?
4 Can I get a discount?
5 Where do I go?

B1 · PHASE 7 – GREETING & SIGN-OFF (MATCH)

The greeting and sign-off must match. Match each greeting to its correct sign-off. **The order is mixed up.**

Greeting	Sign-off (mixed up)
1 Dear Sir or Madam,	a Yours sincerely,
2 Dear Ms Kova■,	b Yours faithfully,
3 Dear Hiring Manager, (no name)	c Yours faithfully,

B1 · PHASE 8 – SPOT & FIX THE MISTAKES

Each line has one mistake (grammar, style or layout). Find it and rewrite it.

1 Hey Sir or Madam,
2 I am writing for ask about the course.
3 Could you please to send me the prices?
4 I look forward to hear from you.
5 Yours faithfully Dominik Novak
6 Thanks a lot for your help!!!

B1 · PHASE 9 – PLAN YOUR E-MAIL

Write short notes for each part.

Part	My notes
Subject line	_____
Greeting	_____
Reason for writing	_____
Details / questions	_____
Closing + sign-off	_____

B1 · FINAL WRITING TASK

Read the advertisement and notes, then write your e-mail.

You have seen an advertisement for a **two-week summer English course** at a language school. You want more information before you sign up.

Your notes: price? · dates? · accommodation? · send a brochure?

To…	`info@languageschool.com`
Subject:	_____

Write a **formal e-mail of 120–150 words** in which you:

- write a clear subject line and a suitable greeting
- say why you are writing and where you saw the advert
- ask about the price, dates and accommodation
- ask for a brochure and end politely.