MATURA WRITING TASKS

FORMAL E-MAIL

Level C1

Your goal at C1: Compose a precise, polished formal e-mail with an impeccable register. Calibrate tone to purpose and reader, structure information efficiently, and persuade with tact.

C1 · PHASE 1 – PRECISION & COLLOCATION

Replace each phrase with a precise, high-level collocation, then use it in a line.

1 write to ask about → _____
2 say sorry for → _____
3 send you the file → _____
4 get back to you → _____
5 ask you to confirm → _____
6 deal with the matter → _____

TASK: Add five advanced e-mail collocations of your own.

C1 · PHASE 2 – CALIBRATING TONE

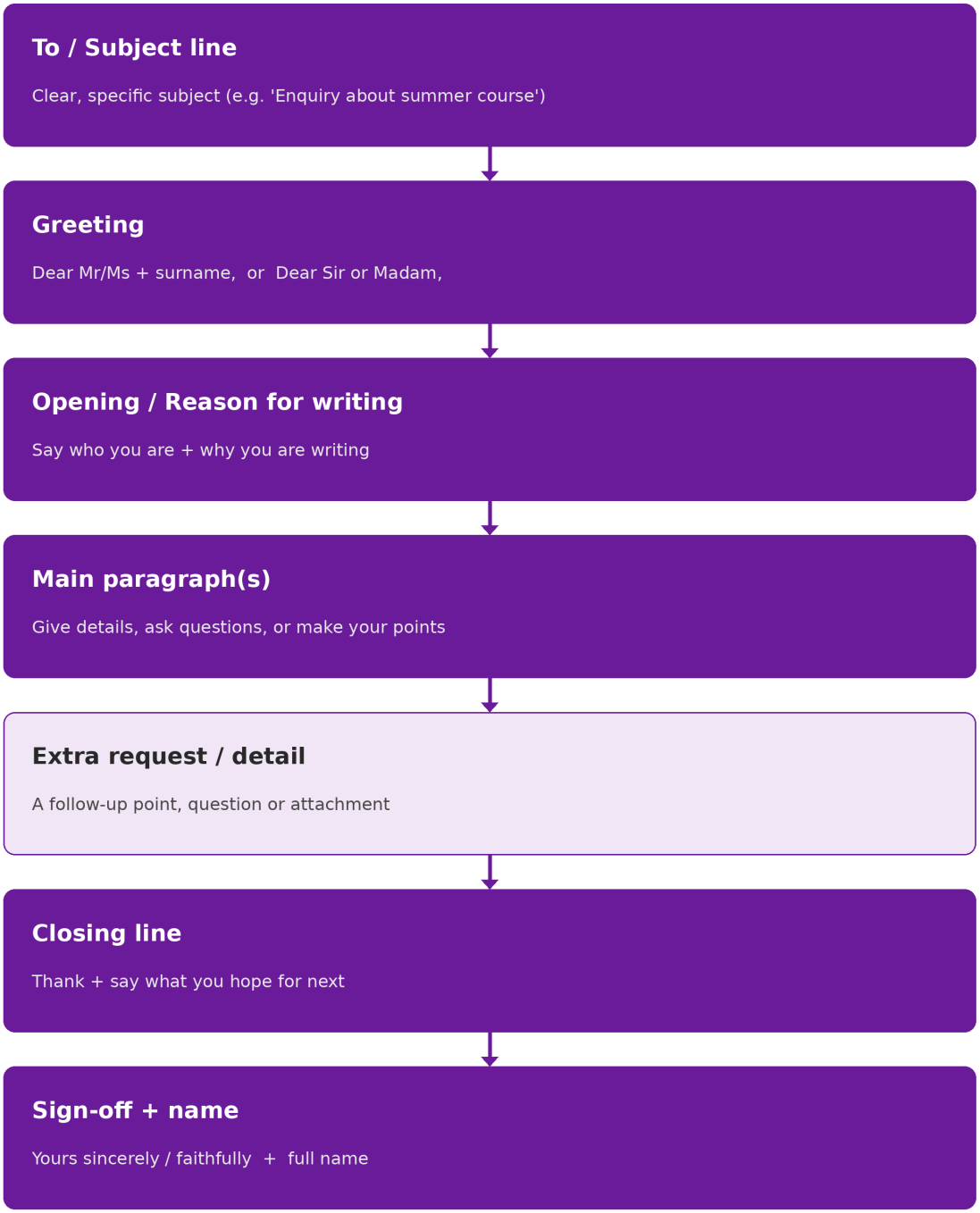
Register must match purpose and reader. Rewrite each so the tone is precisely judged – neither blunt nor over-elaborate.

1 Give me an answer by tomorrow.
2 I would be eternally and profoundly grateful for even a moment of your time.
3 You forgot to send the attachment.
4 I demand that this be resolved at once.

C1 · 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*.

C1 · PHASE 3 – STRUCTURING FOR THE READER

A sophisticated e-mail is easy to act on. Turn a complex message into a clear one using the chain below:

Element	What to include
Context	orient the reader in one line
Purpose	state precisely what you want
Detail	give only what is needed
Action	make the requested action explicit
Close	signal the next step and timeframe

Write a short, well-structured e-mail body (about 80 words) following this chain, for a situation of your choice.

C1 · PHASE 4 – ADVANCED STRUCTURES

Write one polished sentence of each, integrated naturally (not mechanical).

- an embedded/hedged request (I wonder whether you might be able to…)
- a participle clause (Having reviewed your proposal, I…)
- a cleft sentence (What I would particularly value is…)
- a concessive clause (While I appreciate that…, I…)
- a diplomatic passive (It appears that an error may have occurred…)
- a conditional of consequence (Should the issue persist, I would…)

C1 · PHASE 5 – DIPLOMACY & TACT

A C1 e-mail manages difficult messages gracefully. Rewrite each so it is firm yet diplomatic.

1. This is completely unacceptable and your fault.
2. You clearly didn't read my last e-mail.
3. I need this done now, no excuses.
4. Your service has been a total disappointment.

C1 · PHASE 6 – COHESION & FLOW

Combine your points into one cohesive e-mail body (about 100 words). It must:

- open efficiently and state its purpose early
- use varied cohesive devices to link ideas
- sustain a precise, consistent register
- guide the reader smoothly to a clear next step

C1 · PHASE 7 – SUBJECT, OPENING & CLOSING

Subject + opening: craft a precise subject line and an opening that orients the reader and states your purpose with economy.

Closing: close with a courteous, forward-looking line that specifies the action and timeframe, plus a flawless sign-off.

C1 · FINAL WRITING TASK

FORMAL E-MAIL TO A SENIOR CONTACT

You are coordinating a student project and need the cooperation of a busy senior professional, **Dr Alan Whitfield**, who has not replied to an earlier message. You must follow up persuasively without appearing to nag, and set out clearly what you need and by when.

Your notes: polite follow-up · remind of context · specific request · deadline · offer flexibility

To…	`a.whitfield@institute.org`
Subject:	_____

Write a **formal e-mail of 180–200 words** in which you:

- craft a precise subject line and a courteous opening that recalls the context
- state your request clearly and justify why it matters
- follow up tactfully without appearing to nag
- specify the action and timeframe, and close impeccably.

Your e-mail should be precise, persuasive and impeccably formal throughout.