

## Polite Phrases for Emails in English Practice Worksheet

*Level: B2-C1 | Focus: polite email language, requests, follow-ups, tone, and email writing*

<b>What students practise</b>	polite openings, requests, clarifying, follow-ups, disagreement, apologies, and closings
Worksheet includes	matching, multiple choice, rewrites, gap-fill, email repair, writing, and answer key
Tip	In English emails, tone matters as much as grammar.

**Instructions:** Complete the activities using natural, polite email language. Encourage full-sentence answers where possible.

### Exercise 1. Match the phrase to its function

Write the correct letter (A-H) next to each function.

Functions	Phrases
1. polite opening	A. I'm just writing to follow up on ...
2. gentle follow-up	B. I hope you're well.
3. polite request	C. I'd recommend reviewing the attachment first.
4. asking for information	D. Could you please send me the revised version?
5. polite disagreement	E. Kind regards,
6. apology	F. I'm sorry for the delay in replying.
7. polite closing	G. I'm afraid that may not be possible at this stage.
8. soft suggestion	H. Could you let me know whether the order has been shipped?

### Exercise 2. Choose the most polite option

Circle or underline the best answer.

**1. You need a colleague to send a document.**

- a) Send me the document today.
- b) Could you please send me the document today?
- c) You must send me the document today.

**2. You want to ask whether someone is free next week.**

- a) Are you free next week?
- b) I was wondering if you could let me know your availability for next week.
- c) Tell me if you are free next week.

**3. You need to disagree politely.**

- a) You're wrong.
- b) That's nonsense.
- c) I understand your point; however, I see the situation a little differently.

**4. You are following up on a previous email.**

- a) Why haven't you answered me?
- b) I'm just writing to follow up on my previous email.
- c) Reply to me now.

**5. You want to apologise for a late reply.**

- a) Sorry. Busy.
- b) I'm sorry for the delay in responding.
- c) I had no time.

**Exercise 3. Rewrite the direct email language politely**

Rewrite each sentence so that it sounds natural, professional, and polite.

1. Send me the file by 5 p.m.

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2. Explain this point again.

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3. Tell me when the meeting starts.

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4. Change the wording in paragraph two.

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5. Reply today.

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6. This idea won't work.

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7. You didn't answer my last email.

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8. I need the final version now.

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### Exercise 4. Complete the polite email phrases

Complete each phrase with a suitable word or phrase.

1. I hope you're \_\_\_\_\_.
2. Could you please \_\_\_\_\_ me the updated document?
3. I was wondering if you could \_\_\_\_\_ this point.
4. I'd appreciate it if you could let me \_\_\_\_\_ by Friday.
5. I'm just writing to follow \_\_\_\_\_ on my previous email.
6. I'm \_\_\_\_\_ that may not be possible at this stage.
7. Please accept my \_\_\_\_\_ for the confusion.
8. Kind \_\_\_\_\_,
9. It would be great if you could \_\_\_\_\_ your availability.
10. You may wish to \_\_\_\_\_ the attached file before the meeting.

### Exercise 5. Choose the best phrase for the situation

#### 1. You need to ask your teacher for extra information about a course.

Could you let me know whether the course includes speaking practice?

Tell me if the course includes speaking practice.

I want the course details immediately.

#### 2. You need to remind a client about an unanswered proposal politely.

I'm just writing to follow up on the proposal I sent last week.

Why have you ignored my proposal?

Please answer now.

#### 3. You want to refuse a suggestion without sounding rude.

I'm afraid that may not be possible at the moment.

No, that's impossible.

That idea is bad.

#### 4. You want to sound warm but professional at the end of an email.

Kind regards,

Bye.

See you.



### 3. A soft disagreement in an email

- You're wrong.
- I understand your point; however...
- No.

### 4. A friendly but still professional opening

- Hi. Need information.
- I hope you're well.
- What's up?

## Exercise 8. Cambridge-style sentence transformations

Rewrite the second sentence so that it has a similar meaning. Use the word in capitals. Do not change the word given.

1. Send me the revised report by Monday, please. **COULD**

\_\_\_\_\_

2. Please tell me whether you are available next Thursday. **LET**

\_\_\_\_\_

3. I am following up on my previous message about the invoice. **WRITING**

\_\_\_\_\_

4. Unfortunately, that arrangement will not be possible. **AFRAID**

\_\_\_\_\_

5. Please accept my apologies for replying so late. **SORRY**

\_\_\_\_\_

6. I recommend checking the attached file before the meeting. **MAY**

\_\_\_\_\_

## Exercise 9. Write your own email

Write 120-150 words.

Situation: You are writing to a course organiser to ask for more information about an English course. Include:

- a polite opening
- at least two polite requests
- one question about dates or prices
- a polite closing

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## Answer Key

### Exercise 1

1-B, 2-A, 3-D, 4-H, 5-G, 6-F, 7-E, 8-C

### Exercise 2

1-b, 2-b, 3-c, 4-b, 5-b

### Exercise 3 - sample answers

1. Could you please send me the file by 5 p.m.?
2. Could you please explain this point again?
3. Could you let me know when the meeting starts?
4. Would you mind changing the wording in paragraph two?
5. I'd appreciate it if you could reply today, if possible.
6. I'm not sure that idea would work as effectively as we need.
7. I'm just writing to follow up on my previous email.
8. I was wondering if you could send me the final version as soon as possible.

### Exercise 4 - sample answers

1. well
2. send
3. clarify
4. know
5. up
6. afraid
7. apologies
8. regards
9. confirm
10. review

### Exercise 5

1. Could you let me know whether the course includes speaking practice?
2. I'm just writing to follow up on the proposal I sent last week.
3. I'm afraid that may not be possible at the moment.
4. Kind regards,

### Exercise 6 - sample improved email

Subject: Meeting Schedule

Dear Anna,

I hope you're well.

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Could you please send me the final schedule today, if possible? I was also wondering if you could let me know whether the room has been booked.

I'd appreciate it if you could confirm before lunch, if convenient.

Many thanks for your help.

Kind regards,

Alex

### Exercise 7

1. I would be grateful if you could... 2. Kind regards, 3. I understand your point; however... 4. I hope you're well.

### Exercise 8 - possible answers

1. Could you please send me the revised report by Monday?
2. Could you let me know whether you are available next Thursday?
3. I'm just writing to follow up on my previous message about the invoice.
4. I'm afraid that arrangement will not be possible.
5. I'm sorry for replying so late.
6. You may wish to check the attached file before the meeting.

### Exercise 9 - writing checklist

- Did the student use a polite opening?
- Did the student make at least two polite requests?
- Was the tone professional and natural?
- Was there a clear closing?