



Polite Phrases for Emails – Practice Worksheet (B2–C1)

This worksheet practises polite and professional phrases commonly used in English emails. It is suitable for B2 First and C1 Advanced learners.

Exercise 1: Choose the most polite option

1. ___ send me the report by Friday?

- a) Send me b) Could you please c) You must

2. ___ let me know if you are available tomorrow.

- a) Tell me b) I was wondering if you could c) You should

3. ___ confirm receipt of this email.

- a) Confirm b) Please you confirm c) Could you please

Exercise 2: Rewrite to sound more polite

1. Send me the updated document.

2. Explain this again.

3. I need an answer today.

4. You didn't reply to my last email.

Exercise 3: Complete the sentences

1. I'd appreciate it if you could _____.
2. I was wondering if you _____.
3. Could you please let me know _____?
4. Please accept my apologies for _____.

Exercise 4: Choose the best closing

1. Formal email to a company you don't know well:

- a) Cheers b) Kind regards c) See you

2. Semi-formal email to a colleague:

- a) Yours faithfully b) Kind regards c) Love

Exercise 5: Write a short polite email

Write a short email (40–60 words) to a colleague asking for information about a meeting. Use at least THREE polite phrases from the lesson.

Answer Key

Exercise 1: 1. b | 2. b | 3. c

Exercise 2: Possible answers:

- Could you please send me the updated document?
- I was wondering if you could explain this again.
- I'd appreciate it if you could respond today.
- I'm just writing to follow up on my previous email.

Exercise 3: Answers will vary.

Exercise 4: 1. b | 2. b

Exercise 5: Check for polite openings, requests, and closings.