

Correction of the first semester exam

Exercise 01: Match the uses below with the phrases (Complaints, Suggestions Apologizing, Thanks, Requests, Attachments, clarifications, closing). (8pts)

- 1-Attached please find the document. **Attachments**
- 2-We are very happy to receive a favorable reply from you. **Thanks**
- 3-Alternatively, you can directly contact out local office. **Suggestions**
- 4-We are disappointed with the quality of your service. **Complaints**
- 5- I look forward to your reply. **Closing**
- 6- We would like say sorry for the mistake. **Apologizing**
- 7-The document you have sent is not what we expected. There may have been a misunderstanding between us. **Clarification**
- 8-Kindly send us the agreement draft. **Request**

Exercise 2: Emails are among the most commonly used means of communication in the world. They're fast, immediate, and allow you to interact with all kinds of businesses within and beyond the national boundaries.

1- Write an email to a colleague giving news about a project: (12pts)

A-Ideas: progress of the project; problems and possible solutions; any budget or staffing issues; likely outcome.

B-Check each other's grammar, spelling, punctuation, and style.

2-The rules for writing formal emails: Subject, style, courtesy, formulas and check the email.

3-The format of a formal email are:

Introduction.

Body of the text.

Conclusion.