

## NORMAL TO PROFESSIONAL LANGUAGE

**MATCH-UP EXERCISE 1:** Match the common vocabulary on the left with the professional vocabulary on the right. **(All Answers are on page 2)**

COMMON VOCABULARY	PROFESSIONAL VOCABULARY
<ol style="list-style-type: none"> <li>To think about (something)</li> <li>To talk about (something)</li> <li>To let someone know</li> <li>To follow the rules</li> <li>To make sure</li> <li>To need (something)</li> <li>To get in touch</li> </ol>	<ol style="list-style-type: none"> <li>To inform</li> <li>To ensure</li> <li>To contact</li> <li>To comply</li> <li>To discuss</li> <li>To consider</li> <li>To require</li> </ol>

**MATCH-UP EXERCISE 2:** Match the common vocabulary on the left with the professional vocabulary on the right.

COMMON VOCABULARY	FORMAL / PROFESSIONAL VOCABULARY
<ol style="list-style-type: none"> <li>Just to let you know that...</li> <li>Here is/are the...</li> <li>Sorry for...</li> <li>I am worried about...</li> <li>Don't forget to...</li> <li>Say hello to...</li> <li>Thanks a lot for...</li> <li>Because of...</li> <li>We are sorry to tell you that...</li> </ol>	<ol style="list-style-type: none"> <li>Due to...</li> <li>Please accept our apologies for...</li> <li>Give my regards to...</li> <li>I would like to remind you to...</li> <li>I would like to extend my gratitude for...</li> <li>Please find attached...</li> <li>I am concerned about...</li> <li>We regret to inform you that...</li> <li>I am writing to inform you that...</li> </ol>

**PRACTICE EXERCISE 1:** Read the situations and use the formal language to make a sentence.

- You need to tell a candidate that their application was unsuccessful.
- You wish to tell your client to say hello to his colleague Paul, who you have met in the past.
- You need to apologise for not calling a client back.
- You need to remind your team members to complete the forms by next week.
- You need to mention in an email that the contract has been attached.
- You need to tell your manager that you are worried about a colleague's bad attitude at work.
- You need to thank your team for helping out with the conference last Friday.
- You need to tell your team members that, because of the poor sale's figures, the branch in Southport will be closing permanently.
- You need to include in an email the purpose of contacting the customer which is to tell them that their mobile phone monthly bill has been increased to £42.50.

## ANSWERS

### MATCH-UP EXERCISE 1

COMMON VOCABULARY	PROFESSIONAL VOCABULARY
<ol style="list-style-type: none"> <li>1. To think about something</li> <li>2. To talk about something</li> <li>3. To let someone know</li> <li>4. To follow the rules</li> <li>5. To make sure (something is done)</li> <li>6. To need (something)</li> <li>7. To get in touch with someone</li> </ol>	<ol style="list-style-type: none"> <li>1. To consider something</li> <li>2. To discuss something</li> <li>3. To inform someone</li> <li>4. To comply with the rules</li> <li>5. To ensure (something is done)</li> <li>6. To require (something)</li> <li>7. To contact someone</li> </ol>

### MATCH-UP EXERCISE 2

COMMON VOCABULARY	PROFESSIONAL VOCABULARY
<ol style="list-style-type: none"> <li>1. Just to let you know that...</li> <li>2. Here is/are the...</li> <li>3. Sorry for...</li> <li>4. I am worried about...</li> <li>5. Don't forget to ...</li> <li>6. Say hello to...</li> <li>7. Thanks a lot for...</li> <li>8. Because of...</li> <li>9. We are sorry to tell you that...</li> </ol>	<ol style="list-style-type: none"> <li>1. I am writing to inform you that...</li> <li>2. Please find attached...</li> <li>3. Please accept our apologies for...</li> <li>4. I am concerned about...</li> <li>5. I would like to remind you to...</li> <li>6. Give my regards to...</li> <li>7. I would like to extend my gratitude for...</li> <li>8. Due to...</li> <li>9. We regret to inform you that...</li> </ol>

### PRACTICE EXERCISE 1: Suggested answers

1. We regret to inform you that your application was not successful this time.
2. Please give my regards to your colleague Paul.
3. Please accept our apologies for not returning your call sooner.
4. I would like to remind you to have the forms completed by next week.
5. Please find attached a copy of the contract.
6. I am deeply concerned about Mark's negative attitude in the office.
7. I really appreciate your assistance with the conference last Friday.
8. Due to Southport's poor sale's figures, the branch will be closing permanently.
9. I am writing to inform you that your mobile phone monthly bill has been increased to £42.50.