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B1 BUSINESS WRITING ≈ 27 MIN

Follow-up Emails — *follow up politely*

You have built the lesson — now stack polite follow-ups brick by brick. Clear in purpose, friendly in tone.

Build your follow-up from three parts: **soft opener** + clear reference + **one polite question**

NAME _____ DATE _____

YOUR BUILD 1 · SORTING ○ 2 · FILL-IN ○ 3 · CORRECT ○ 4 · WRITE ○

BRICK 1 · SORT BY TONE · APPROX. 4 MIN ●○○

Read each phrase and focus on its tone. Put blunt or demanding wording on the left. Put wording softened with a question or softener on the right.

Send the report now | Just following up on... | Sign the contract today

I wanted to check in... | Pay us immediately | Just a gentle reminder...

Review the proposal now | Have you had a chance...?

TOO BLUNT / DEMANDING	POLITE FOLLOW-UP PHRASE

BRICK 2 · COMPLETE THE FOLLOW-UP PHRASE · APPROX. 6 MIN ●●○

Fill each gap with one word from the lesson. Notice whether you are building a soft opener, a polite question, or a firm but polite reminder.

01 I'm just _____ up on the market analysis I sent on Monday.

02 I _____ to check in on the draft contract from 3 June.

03 Just a gentle _____ about the venue deposit due tomorrow.

04 Have you had a _____ to review the supplier proposal?

05 Could you send me the _____ staffing plan before our call?

06 We do _____ your approval by Friday to launch on time.

07 I understand you're busy, but the payment is still _____ .

08 Could you confirm the training booking _____ Wednesday?

YOUR BUILD · 1 · SORTING · 2 · FILL-IN · 3 · CORRECT · 4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN

Each sentence contains exactly one mistake in wording, tone, or follow-up structure. Underline it and rewrite the whole sentence politely and correctly.

01 I remind you about the missing sales report from Monday.

02 Could you send me the actual contract version before our call?

03 Have you had a possibility to review the renewal proposal?

04 Send me the signed supplier agreement by Thursday.

05 I'm just following up with the draft partnership agreement from Tuesday.

06 Could you review the project proposal and confirm the budget by Friday?

BRICK 4 · WRITE YOUR OWN FOLLOW-UPS · APPROX. 8 MIN

Write a short follow-up for each situation. Use a soft opener, a clear reference, and exactly one polite question; for later reminders, add a reason and a deadline.

01 A quarterly report has been missing since Monday. Write the first friendly follow-up with three bricks.

02 A training booking has not been confirmed. Write a gentle reminder with a reason and a deadline.

03 A payment is overdue. Write a firm but polite follow-up: fact, deadline, question.

04 A client is reviewing your project proposal. Use "have you had a chance to" to ask politely for an update.

MINI-CHECK – CAN I DO THIS YET?

- [ ] I start softly with "just" or "wanted to" instead of blame.
- [ ] I clearly name the report, contract, or date I am referring to.
- [ ] I phrase exactly one request as a polite question.
- [ ] I raise the tone one stage at a time: friendly, gentle reminder, firm with a deadline.

Not every box ticked? Rebuild your follow-up from the three bricks, then check the tone again.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

01 **Too blunt / demanding** — Send the report now
The imperative creates pressure; a polite question keeps the tone friendly.

02 **Polite follow-up phrase** — Just following up on…
Just following up on makes the reminder soft and blame-free.

03 **Too blunt / demanding** — Sign the contract today
The direct command sounds demanding and should be phrased as a question.

04 **Polite follow-up phrase** — I wanted to check in…
Wanted to places the request at a polite distance.

05 **Too blunt / demanding** — Pay us immediately
The imperative with immediately sounds harsh; use a fact, deadline, and question.

06 **Polite follow-up phrase** — Just a gentle reminder…
Just and gentle soften the reminder.

07 **Too blunt / demanding** — Review the proposal now
A command with now sounds harsh; a polite question keeps the tone friendly.

08 **Polite follow-up phrase** — Have you had a chance…?
Have you had a chance makes the follow-up soft and polite.

BRICK 2 · FILL-IN

01 I'm just **following** up on the market analysis I sent on Monday.
Following up on introduces the item you are referring to.

02 I **wanted** to check in on the draft contract from 3 June.
Wanted to makes the opener polite and soft.

03 Just a gentle **reminder** about the venue deposit due tomorrow.
Gentle reminder is the fixed phrase for a soft nudge.

04 Have you had a **chance** to review the supplier proposal?
Have a chance to is the fixed polite phrase.

05 Could you send me the **current** staffing plan before our call?
Current means up to date; actual means real.

06 We do **need** your approval by Friday to launch on time.
Stressed do need adds weight without rudeness.

07 I understand you're busy, but the payment is still **outstanding**.
Outstanding states the unpaid fact without blame.

08 Could you confirm the training booking **by** Wednesday?
By introduces a clear deadline for the reply.

BRICK 3 · CORRECT

01 **I'm just following up on** the missing sales report from Monday.
Use a soft follow-up opener instead of the blunt I remind you.

02 Could you send me the **current** contract version before our call?
Use current for up to date because actual means real.

03 Have you had a **chance** to review the renewal proposal?
The fixed polite phrase is have a chance to.

04 **Could you send** me the signed supplier agreement by Thursday?
Could you turns the imperative into a polite question.

05 I'm just following up **on** the draft partnership agreement from Tuesday.
Use follow up on for a thing, not follow up with.

06 Could you **review the project proposal by Friday**?
Exactly one clear ask makes the reply easier.

BRICK 4 · WRITE

Your wording may differ — just check the soft opener, clear reference, exactly one polite question, and the right escalation stage.

01 I'm **just following up on** the quarterly report due on Monday. Have you had a chance to send it?
A soft opener, clear reference, and one question form the first follow-up.

02 Just a **gentle reminder** about the training booking for our new team — could you confirm it by Wednesday?
A gentle reminder adds a reason and a deadline.

03 Our records show that the payment for order 883 is still outstanding. **Could you arrange payment by Monday?**
A fact, deadline, and question keep the message firm and polite.

04 I wanted to check in on the project proposal from 7 August. **Have you had a chance to review it?**
Have you had a chance to asks politely for an update.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

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