

A2 BUSINESS WRITING ≈ 27 MIN

Email Openings and Closings – *practice on paper*

You have built the lesson — now every salutation and sign-off lands on its rung. New emails, same ladder.

Opening and closing sit on
the same

rung : Dear Sir or
Madam

+ Yours faithfully · Dear Ms Weber + Kind regards · Hi
Anna + Best

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT: OPENING OR CLOSING · APPROX. 4 MIN

Read each formula quietly. Belongs at the **top** of the email → left column. At the **bottom** → right column. Careful: one formula sounds like a closing but is actually a salutation!

Dear Ms Weber,

Best,

To whom it may concern,

Yours faithfully,

Hi Anna,

Kind regards,

Dear Sir or Madam,

Thanks,

Dear all,

Best regards,

Hello Tom,

Yours sincerely,

OPENING (TOP)

CLOSING (BOTTOM)

BRICK 2 · COMPLETE THE EMAIL FORMULAS · APPROX. 6 MIN

Fill in the missing word. Remember the fixed pairs: name known → **Yours sincerely**, name unknown → **Yours faithfully**.

- 01 Dear Mr Lopez, I am _____ to enquire about the training dates.
- 02 Dear Sir or Madam, I am writing to ask about the seminar dates. Yours _____, Laura Neumann
- 03 Dear Ms Keller, Thank you for the information. Yours _____, Tom Berger
- 04 Dear Mr Osei, I am writing to confirm the delivery date. Kind _____, Julia Brandt
- 05 I look forward to _____ from you. Kind regards, Sam Winter
- 06 Dear Ms Roth, Thank you for your _____ reply.
- 07 Dear _____ or Madam, I am writing to request a catalogue.
- 08 Dear Ms Weber, _____ you for your help with the order.

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

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



Each sentence hides exactly one mistake in the opening or closing. Underline it and write the whole sentence correctly.

01 Dear Sirs, I am writing to ask about your seminars.

02 Dear Mr Novak, thank you for the invitation.

03 We look forward to hear from you soon.

04 Dear Ms Weber, Thank you for the documents. With friendly greetings, Lena

05 Hi Anna, Thanks for sending the slides. Yours sincerely, Tom

06 Dear Mrs Weber, I am writing to confirm your order.

BRICK 4 · WRITE YOUR OWN EMAILS · APPROX. 8 MIN



Write the opening and closing of an email for each prompt. Make sure salutation and sign-off sit on the same **rung**.

01 A company whose name you don't know: "Dear Sir or Madam, I am writing to ..."

02 A client whose name you know: "Dear Ms ..., Thank you for your email. ... Kind regards, ..."

03 A colleague you write to every day: "Hi ..., Thanks for ... Best, ..."

04 Your closing line before the sign-off: "I look forward to ..."

MINI-CHECK – CAN I DO THIS YET?

- ☐ I match the salutation and the sign-off to the same level of formality: "Dear Ms Weber" + "Kind regards".
- ☐ I know the British rule: name known → "Yours sincerely", name unknown → "Yours faithfully".
- ☐ After the salutation I start a new sentence with a capital letter: "Dear Ms Weber, Thank you ..."
- ☐ I use "Ms" as the safe title and build first lines with "I am writing to ...".

Not every box ticked? Build the lesson once more and try this sheet again tomorrow.



Answer key

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

BRICK 1 · SORTING

- | | |
|---|--|
| <p>01 Dear Ms Weber,
<i>Salutation with title and surname — goes at the top.</i></p> <p>02 Best,
<i>Short sign-off between colleagues — goes at the bottom.</i></p> <p>03 To whom it may concern,
<i>Sounds like a closing, but it is a salutation — goes at the top.</i></p> <p>04 Yours faithfully,
<i>Sign-off after "Dear Sir or Madam" — goes at the bottom.</i></p> <p>05 Hi Anna,
<i>Casual first-name salutation — goes at the top.</i></p> <p>06 Kind regards,
<i>The everyday business sign-off — goes at the bottom.</i></p> | <p>07 Dear Sir or Madam,
<i>Formal salutation without a name — goes at the top.</i></p> <p>08 Thanks,
<i>Short colleague sign-off — goes at the bottom.</i></p> <p>09 Dear all,
<i>Salutation to a whole team — goes at the top.</i></p> <p>10 Best regards,
<i>A shade more formal than "Best" — goes at the bottom.</i></p> <p>11 Hello Tom,
<i>Neutral mid-ladder salutation — goes at the top.</i></p> <p>12 Yours sincerely,
<i>Sign-off when the email opens with a name — goes at the bottom.</i></p> |
|---|--|

BRICK 2 · FILL-IN

- | | |
|---|---|
| <p>01 I am writing to enquire
<i>Fixed phrase "I am writing to" — after "I am" you need the -ing form.</i></p> <p>02 Yours faithfully
<i>No name given → "Yours faithfully" (British rule).</i></p> <p>03 Yours sincerely
<i>A salutation with a name pairs with "Yours sincerely".</i></p> <p>04 Kind regards
<i>"Kind regards" is the standard business sign-off.</i></p> | <p>05 look forward to hearing
<i>"To" is a preposition here — so the -ing form.</i></p> <p>06 your quick reply
<i>Fixed phrase: "Thank you for your quick reply".</i></p> <p>07 Dear Sir or Madam
<i>Name unknown → "Dear Sir or Madam".</i></p> <p>08 Thank you for your help
<i>After the salutation a new sentence begins with a capital letter.</i></p> |
|---|---|

BRICK 3 · CORRECT

- | | |
|--|--|
| <p>01 Dear Sir or Madam, I am writing to ask about your seminars.
<i>"Dear Sirs" is outdated — without a name, write "Dear Sir or Madam".</i></p> <p>02 Dear Mr Novak, Thank you for the invitation.
<i>A new sentence after the salutation starts with a capital letter.</i></p> <p>03 We look forward to hearing from you soon.
<i>After "look forward to" use the -ing form.</i></p> | <p>04 Dear Ms Weber, Thank you for the documents. Kind regards,
Lena
<i>Word-for-word German — the formula is "Kind regards".</i></p> <p>05 Hi Anna, Thanks for sending the slides. Best, Tom
<i>"Hi Anna" is casual — it pairs with "Best", not the formal "Yours sincerely".</i></p> <p>06 Dear Ms Weber, I am writing to confirm your order.
<i>When you do not know her marital status, "Ms" is the safe title.</i></p> |
|--|--|

BRICK 4 · WRITE

Your emails may differ — just check that the salutation and sign-off sit on the same rung and the pairs match.

- | | |
|--|---|
| <p>01 "Dear Sir or Madam, I am writing to ask about your workshops. Yours faithfully, Lena Koch"
<i>Name unknown → "Dear Sir or Madam" + "Yours faithfully".</i></p> <p>02 "Dear Ms Weber, Thank you for your email. Kind regards, Jonas Reed"
<i>Name known: "Kind regards" or "Yours sincerely".</i></p> | <p>03 "Hi Tom, Thanks for the quick help. Best, Sandra"
<i>Between colleagues: "Hi" + first name at the top, "Best" at the bottom — same rung.</i></p> <p>04 "I look forward to hearing from you."
<i>After "look forward to" you need the -ing form — "to" is a preposition.</i></p> |
|--|---|

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS

Out-of-Office Messages

englisch-lehrer.com/en/lessons/out-of-office-message

NEXT STEP

Answering the Phone

englisch-lehrer.com/en/lessons/answering-the-phone

ALL LESSONS

45+ free lessons

englisch-lehrer.com/en/lessons

HANOVER

Schaufelder Straße 11 · 30167
englisch-lehrer.com/hannover

BERLIN

Kurfürstendamm 30 · 10719
englisch-lehrer.com/berlin

ONLINE COURSES

englisch-lehrer.com/online
worldwide on Zoom

CONTACT

+49 511 4739339
james@englisch-lehrer.com

