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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

01 **Dear** Ms Weber,
Salutation with title and surname — goes at the top.

02 **Best**,
Short sign-off between colleagues — goes at the bottom.

03 **To whom it may concern**,
Sounds like a closing, but it is a salutation — goes at the top.

04 Yours **faithfully**,
Sign-off after "Dear Sir or Madam" — goes at the bottom.

05 **Hi** Anna,
Casual first-name salutation — goes at the top.

06 **Kind regards**,
The everyday business sign-off — goes at the bottom.

07 **Dear** Sir or Madam,
Formal salutation without a name — goes at the top.

08 **Thanks**,
Short colleague sign-off — goes at the bottom.

09 **Dear all**,
Salutation to a whole team — goes at the top.

10 **Best regards**,
A shade more formal than "Best" — goes at the bottom.

11 **Hello** Tom,
Neutral mid-ladder salutation — goes at the top.

12 Yours **sincerely**,
Sign-off when the email opens with a name — goes at the bottom.

BRICK 2 · FILL-IN

01 I am **writing** to enquire
Fixed phrase "I am writing to" — after "I am" you need the -ing form.

02 Yours **faithfully**
No name given → "Yours faithfully" (British rule).

03 Yours **sincerely**
A salutation with a name pairs with "Yours sincerely".

04 Kind **regards**
"Kind regards" is the standard business sign-off.

05 look forward to **hearing**
"To" is a preposition here — so the -ing form.

06 your **quick** reply
Fixed phrase: "Thank you for your quick reply".

07 Dear **Sir** or Madam
Name unknown → "Dear Sir or Madam".

08 **Thank** you for your help
After the salutation a new sentence begins with a capital letter.

BRICK 3 · CORRECT

01 Dear **Sir or Madam**, I am writing to ask about your seminars.
"Dear Sirs" is outdated — without a name, write "Dear Sir or Madam".

02 Dear Mr Novak, **Thank** you for the invitation.
A new sentence after the salutation starts with a capital letter.

03 We look forward to **hearing** from you soon.
After "look forward to" use the -ing form.

04 Dear Ms Weber, Thank you for the documents. **Kind regards**, Lena
Word-for-word German — the formula is "Kind regards".

05 Hi Anna, Thanks for sending the slides. **Best**, Tom
"Hi Anna" is casual — it pairs with "Best", not the formal "Yours sincerely".

06 Dear **Ms** Weber, I am writing to confirm your order.
When you do not know her marital status, "Ms" is the safe title.

BRICK 4 · WRITE

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

01 "Dear Sir or Madam, I am writing to ask about your workshops. **Yours faithfully**, Lena Koch"
Name unknown → "Dear Sir or Madam" + "Yours faithfully".

02 "Dear Ms Weber, Thank you for your email. **Kind regards**, Jonas Reed"
Name known: "Kind regards" or "Yours sincerely".

03 "Hi Tom, Thanks for the quick help. **Best**, Sandra"
Between colleagues: "Hi" + first name at the top, "Best" at the bottom — same rung.

04 "I look forward to **hearing** from you."
After "look forward to" you need the -ing form — "to" is a preposition.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS
Out-of-Office Messages
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NEXT STEP
Answering the Phone
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