



Worksheet

Name :

Subject:

Class:

11th grade

Date:

Worksheet: Writing a Formal Email

A. Review: What Is a Formal Email?

A formal email is used when writing to an organization, company, or someone you don't know personally. It follows a clear structure and uses polite, formal language.

We studied Farid's email on page 22 about plastic packaging. Let's review what we learned from it.

B. Structure of a Formal Email (Writing Box p.23)

Part	Function / What to Write	Example from Farid's Email
Greeting	Begin politely	Dear Sir/Madam,
Introduction	Explain who you are and why you're writing	I am a regular customer at your supermarket. I am writing to express my concern about plastic packaging.
Body	Give details, examples, or suggestions	Many vegetables are wrapped in plastic, which harms the environment. I suggest using paper bags instead.
Closing	Thank the reader or make a polite request	Thank you for your attention. I hope you will consider my suggestion.
Sign-off	End politely	Yours faithfully, Farid Ali

C. Useful Language from the Writing Box

- Beginning the email:

1. I am writing to express my concern about...
2. I am writing to inform you about...

- Making suggestions:

3. I suggest (that) you...
4. It would be better to...

- Polite requests:

5. Could you please...?
6. I would appreciate it if you could...

- Ending politely:

7. Thank you for your attention.
8. I look forward to your reply.

D. Example Email (From the Book)

Subject: Concern about Plastic Packaging

Dear Sir/Madam,

I am a regular customer at your supermarket, and I am writing to express my concern about the amount of plastic used in your packaging.

Many vegetables are wrapped in plastic, which harms the environment. I suggest using paper or reusable bags instead. This will help protect nature and make your store more environmentally friendly.

Thank you for your attention. I look forward to your reply.

Yours faithfully,
Farid Ali

E. Practice 1 – Identify the Parts (Ex. 6)

Read Farid's email again. Match each part of the email with its correct label.

1. Dear Sir/Madam	<input type="checkbox"/> Introduction <input type="checkbox"/> Greeting <input type="checkbox"/> Closing
2. I am a regular customer...	<input type="checkbox"/> Closing <input type="checkbox"/> Body <input type="checkbox"/> Introduction
3. Many vegetables are wrapped in plastic...	<input type="checkbox"/> Greeting <input type="checkbox"/> Body <input type="checkbox"/> Sign-off
4. Thank you for your attention...	<input type="checkbox"/> Introduction <input type="checkbox"/> Closing <input type="checkbox"/> Body
5. Yours faithfully,	<input type="checkbox"/> Greeting <input type="checkbox"/> Body <input type="checkbox"/> Sign-off

F. Practice 2 – Complete the Useful Phrases

Complete the sentences with the correct words.

1. I am writing to _____ my concern about plastic packaging.
2. I _____ using paper bags instead of plastic.
3. Could you please _____ using less plastic?
4. Thank you for your _____.
5. I look _____ to your reply.

G. Writing Task (p. 23)

Now it's your turn! Write a formal email to a coffee shop chain about disposable cups. Follow the same structure as Farid's email. Use polite and formal language.

Subject: _____

Dear Sir/Madam,

I am a regular customer at your coffee shop, and I am writing to express my concern about _____.

Many people throw away _____. This harms the environment. I suggest _____.

Thank you for your attention. I look forward to your reply.

Yours faithfully,

Haneen Mazahreh

Answer Key

Exercise 1: Match the Parts of the Email

1. Greeting – c. Dear Sir/Madam,
2. Introduction – a. I am writing to express my concern about plastic packaging.
3. Main Body – d. I believe it would be better to use paper or recyclable materials.
4. Closing – b. Thank you for your attention.
5. Signature – e. Yours faithfully, Farid Hassan

Exercise 2: Identify the Features of a Formal Email

- Uses polite and formal expressions.
- Does not use contractions (use 'I am' instead of 'I'm').
- Includes a clear structure: greeting, introduction, body, closing, and signature.
- Avoids slang or informal words.

Exercise 3: Writing Task (Sample Answer)

Dear Sir or Madam,

I am writing to express my concern about the use of disposable cups in your coffee shops. These cups create a lot of waste and harm the environment. I would like to suggest that you start using reusable or recyclable cups instead.

I hope you will consider my suggestion to help protect our planet.

Thank you for your attention.

Yours faithfully,

Loura Mazahreh

