

Your Inbox Needs English.

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English for the life you actually live.

Five adaptable email models. Useful phrases you can use today. Practice tasks with full answer keys. By the end of this pack, you'll be able to write clear, polite, professional emails in English — for requests, follow-ups, apologies, clarifications, and scheduling — with confidence and without sounding robotic.

Before You Start Reading – Read This First

Imagine this: You need to ask your supplier for a revised quote. You open a new email. You type “Hello, send it ASAP please” – and then delete it, because it sounds rude. You stare at the screen. You close the tab. Sound familiar? That is exactly why this pack exists.

This is a **practical, no-filler resource** for B1–B2 English learners who write emails at work, in their studies, or in everyday life. Everything here is ready to use. You don't need a teacher to get started – just a bit of time and a pen.

Goal 1

Read and understand five complete model emails in natural, professional English.

Goal 2

Learn key phrases and grammar patterns you can adapt for your own emails.

Goal 3

Complete practice tasks and check your work against the model answer key.

How to Use This Pack

1 Read the model emails

Each email is complete and uses real, natural English. Notice the subject line, the opening, the request, and the sign-off.

2 Spot the replaceable fields

You'll see labels like **[Name]**, **[date]**, and **[item]** throughout. These are placeholders – swap them for your own real details when you use the email yourself.

3 Try the tasks

Page 5 has six practice tasks. Do them before you look at the answers on page 7.

4 Make it yours

Page 6 gives you space to write and speak. Use the checklist to check your own work – honestly!



A quick word about **[brackets]**: Every time you see text inside square brackets like **[Name]** or **[Thursday]**, it means: *replace this with your own information*. The brackets are not part of the email – they are your reminder to personalise it.

Five Email Types – The Language Behind Them

Professional emails in English follow clear patterns. Once you know those patterns, writing becomes much faster. This page explains the **first three email types** – requests, follow-ups, and apologies – with full model emails, phrase explanations, and brief notes in Spanish where the grammar might feel unfamiliar.

Email Type 1 – The Request

A request email asks someone to do something. The key is to be **specific and polite**. Avoid vague phrases like "send it soon" or "ASAP." Instead, name exactly what you need and when you need it.

Key phrase: *Could you confirm...?* – This is a polite way to ask someone to verify or check something. In Spanish, think of it as *¿Podría confirmar...?* – formal, not a command.

Model Email – Request

Subject: Request for revised proposal – [project name]

Dear [Name],

I hope this email finds you well. I am writing to request a revised version of the proposal you sent on [date]. Could you confirm whether the updated figures are included in the new version?

If possible, I would appreciate receiving it by **[Thursday at 5 pm]**. Please let me know if that deadline is not convenient.

Thank you for your time.

Best regards,
[Your name]

Why it works

- Starts with a warm but professional opener
- States the purpose in the first sentence
- Uses *Could you confirm...?* – not a demand
- Gives a **specific deadline** with a time
- Offers flexibility ("if that deadline is not convenient")
- Ends with gratitude before the sign-off

 **Nota:** "*I am writing to...*" es una fórmula muy común en inglés formal. Equivale a "*Me dirijo a usted para...*"

Email Type 2 – The Follow-Up

A follow-up email reminds someone about an earlier message or action. It should be **brief, polite, and never aggressive**. The phrase *I'm following up on...* is the standard professional opener for this type.

Key phrase: *I'm following up on...* – In Spanish, this is closest to "*Le escribo para hacer seguimiento de...*" It signals that this is a second contact, not a first request.

Model Email – Follow-Up

Subject: Following up – [original subject or topic]

Dear [Name],

I'm following up on my previous email sent on [date] regarding [topic]. I haven't received a reply yet and wanted to check that my message reached you.

Could you let me know your thoughts by **[Friday at noon]**? I'm happy to provide any additional information you may need.

Thank you,
[Your name]

Why it works

- Names the original email and topic clearly
- Does *not* assume blame or accuse the reader of ignoring you
- Repeats the specific deadline
- Offers help – this keeps the tone collaborative

 **Nota:** "*I'm following up on*" usa el gerundio. En español no existe esta construcción directa – es una de las diferencias más comunes entre los dos idiomas.

Email Type 3 – The Apology

When something goes wrong – a missed deadline, a forgotten attachment, a misunderstanding – a short, honest apology email is far better than silence. In English, a **professional apology is direct, takes responsibility, and offers a solution**. It does not over-explain or use dramatic language.

Key phrase: *I apologise for...* – This is the formal version. In informal emails you may see *I'm sorry for...* Both are followed by a noun or gerund (-ing), not an infinitive.  **Recuerda:** "*apologise for*" + sustantivo o gerundio. No se usa con infinitivo.

Model Email – Apology

Subject: Apology – missing attachment in my previous email

Dear [Name],

I apologise for the confusion caused by my previous email – I realised I forgot to include the attachment. I have attached the [document name] here.

Please do not hesitate to contact me if you have any questions.

Best regards,
[Your name]

Why it works

- Acknowledges the error immediately
- Does not over-apologise or use excessive language
- Provides the fix in the same email
- Ends with an open offer for further questions

 **Nota:** "*Please do not hesitate to contact me*" es una fórmula de cierre muy común. Equivale a "*No dude en contactarme.*"

Emails in Action – Clarification & Scheduling

Meet **Valentina**, a project coordinator in Bogotá, and **Mark**, her contact at a London-based supplier. They've never met in person. Over one week, they exchange four emails – covering the two remaining email types: **clarification** and **scheduling**. Read their full conversation below and notice how the language patterns from pages 3–4 appear in real situations.

Email Type 4 – The Clarification

Sometimes an email is ambiguous – a date, a number, or an instruction is unclear. A clarification email asks for the correct information **without sounding rude or accusing the other person of making a mistake**. The phrase *Could you clarify whether...?* is perfect for this.

Key phrase: *Could you clarify whether...?* – In Spanish: *¿Podría aclarar si...?* Notice that "whether" introduces two possible options (whether it is A or B). 🇲🇽 "Whether" equivale a "si" cuando hay dos opciones posibles. No uses "if" en este contexto formal.

✉ Valentina writes to Mark

Subject: Clarification needed – delivery date

Dear Mark,

Thank you for your email confirming the delivery. I wanted to follow up on one detail – could you clarify whether you meant 12 or 13 October for the arrival date? The email mentioned both and I want to make sure our warehouse team is prepared on the correct day.

I appreciate your help with this.

Best regards,
Valentina Rios
Project Coordinator

✉ Mark replies

Subject: Re: Clarification needed – delivery date

Dear Valentina,

Many thanks for catching that – I apologise for the confusion. The correct date is **13 October**. I have updated the delivery note and attached it here for your records.

Please let me know if there is anything else you need before then.

Best regards,
Mark Collins
Supplier Relations

Email Type 5 – Scheduling

Scheduling emails arrange a meeting, call, or event. The key is to **offer specific options** rather than asking an open question like "When are you free?" (which puts all the work on the other person). The phrase *Would [day/time] work for you?* is polite, specific, and very natural in English.

Key phrase: *Would Tuesday work for you?* – In Spanish: *¿Le vendría bien el martes?* You can vary this: *Would 2 pm on Thursday work?* / *Would any time on Friday suit you?* 🇲🇽 Nota: "Would ... work for you?" es condicional, muy cortés. No uses "Is ... good for you?" en contextos formales – suena más informal.

✉ Valentina proposes a call

Subject: Scheduling a call – [project name] update

Dear Mark,

I'm following up on our recent emails regarding the October delivery. Would it be possible to arrange a short call to discuss the updated schedule? I have availability on the following dates:

- **Tuesday [date], 10:00–11:00 am (Bogotá time)**
- **Thursday [date], 3:00–4:00 pm (Bogotá time)**

Would either of those times work for you? If not, please suggest a time that is convenient and I will do my best to accommodate it.

Thank you,
Valentina

✉ Mark confirms

Subject: Re: Scheduling a call – [project name] update

Dear Valentina,

Thank you for your message. **Tuesday at 10:00 am your time** works perfectly for me. I'll send a calendar invitation shortly with a video call link.

Looking forward to speaking with you.

Best regards,
Mark

Key Reminder – Avoid Empty Urgency

Never write "Please send ASAP" in a professional email. It sounds demanding and gives no useful information. Instead, always name a **specific day and time**: "Could you send it by Thursday at 5 pm, please?"

Key Reminder – Subject Lines

A good subject line tells the reader exactly what the email is about. Use the models on this page as templates: replace **[project name]**, **[topic]**, or **[date]** with your real information. Keep subject lines under 8 words.

Practice Tasks

Complete these six tasks on your own before checking the answer key on page 7. Use a pen or type your answers in a separate document. There are no trick questions – everything you need is in this pack.

Task 1 – Choose the correct subject line

You are emailing your manager to ask for a revised project proposal by Thursday. Which subject line is better?

- a) Update
- b) Request for revised proposal – [project name]

Your answer:

Task 2 – Complete the sentence

Fill in the missing word:

"I'm following up _____ my previous email regarding the delivery schedule."

Your answer:

Task 3 – Correct the error

There is a grammar mistake in this sentence. Find it and write the correct version.

"I look forward to hear from you."

Corrected sentence:

Task 4 – Rewrite with a specific polite deadline

The sentence below is too vague and too abrupt. Rewrite it as a polite, specific request.

"Send it ASAP."

Your version:

Task 5 – Write an apology sentence

You sent an email but forgot to include the attachment. Write one or two sentences apologising and explaining that you have now attached the file.

Your sentences:

Task 6 – Ask for clarification

An email mentions both 12 and 13 October as possible dates. Write one sentence asking which date was intended. Use the phrase *Could you confirm whether...?*

Your sentence:



Suggested time: 15–20 minutes. Don't rush – re-read the model emails on pages 3 and 4 if you need to. Checking your own work is part of the learning.

Your Turn – Speak, Write, Reflect

You've read the models, you've done the practice tasks. Now it's time to make this language your own. The two activities below ask you to use the phrases from this pack in your own context – not Valentina's, not Mark's. *Yours*.

Speaking Task

Imagine you are leaving a short voice message (30–45 seconds) for a colleague. You need to:

- Say you are following up on a previous email
- Mention the topic of that email (you choose the topic)
- Ask if they are available for a short call on a specific day and time
- Thank them and say goodbye

Helpful phrases to include:

"Hi [Name], I'm just following up on..."

"Would [day] at [time] work for you?"

"Thanks very much – speak soon!"

Planning space:

Topic of the original email:

Day and time you suggest:

Notes for your message:

Writing Task

Write a short email (60–80 words) using **one** of the following situations. Choose the one that feels most useful for your own life or work:

Option A: You sent a document last week and haven't heard back. Follow up politely and give a specific deadline for a reply.

Option B: A contact sent you an invitation but the date was unclear. Ask for clarification.

Planning space:

My situation (A or B): _____

Subject line: _____

Key phrase I'll use: _____

Draft notes: _____

Success Checklist – Check Your Own Work

Use this checklist after finishing both tasks. Be honest with yourself – that's how you improve.

Subject line

Is it specific and under 8 words?

☐ Yes ☐ Not yet

Opening

Did I state my purpose in the first 1–2 sentences?

☐ Yes ☐ Not yet

Phrases

Did I use at least one key phrase from this pack?

☐ Yes ☐ Not yet

Deadline

If I asked for something, did I give a specific day/time?

☐ Yes ☐ N/A

Tone

Is the email polite and professional – not too casual, not too stiff?

☐ Yes ☐ Not yet

Sign-off

Did I end with "Best regards," "Thank you," or similar?

☐ Yes ☐ Not yet

This Week's Email Meme

THAT FEELING WHEN

you write "I look forward to **hear** from you"

– and then press Send. 📧 😬

*The word "forward" wants a friend. That friend is -ing.
Always: **look forward to hearing**.*

Why does this happen?

In Spanish, after a verb like "esperar" we often use an infinitive: "Espero recibir noticias tuyas." In English, after "look forward to," we use a **gerund** (-ing form) because "to" here is a preposition, not part of the infinitive.

✅ **Correct:** I look forward to hearing from you.

❌ **Common error:** I look forward to hear from you.

This tiny error appears in millions of professional emails every day. You won't make it again. 😊

🇮🇹 **Nota:** "To" en "look forward to" es una preposición, no el infinitivo. Después de preposición en inglés siempre va el gerundio (-ing).

Answer Key & Model Responses

Check your answers from page 5 below. For each task, you'll find the correct answer and a brief explanation of the learning point. For the open tasks, you'll find a model response – not the only correct answer, but a strong example you can compare yours against.

Task 1 – Subject Line

- 1** **Answer:** b) Request for revised proposal – [project name]
Why: Option (a), "Update," gives the reader no useful information. Option (b) is specific: it names the action (request), the content (revised proposal), and allows for personalisation. A good subject line helps the reader prioritise and find emails later. Vague subject lines are one of the most common mistakes in professional email writing.

Task 2 – Complete the Sentence

- 2** **Answer:** on
Full sentence: "I'm following up on my previous email regarding the delivery schedule."
Why: The fixed phrase is "follow up on" – it always takes the preposition on. 🇪🇸 En español decimos "hacer seguimiento de" – la preposición es diferente, así que hay que memorizar "follow up on" como expresión completa.

Task 3 – Correct the Error

- 3** **Answer:** I look forward to hearing from you.
Why: After the phrase "look forward to," English requires a gerund (-ing form) because "to" is a preposition here, not part of an infinitive. This is one of the most frequent grammar errors in professional emails – even among advanced learners. Memorise the whole phrase: *look forward to hearing*.

Task 4 – Specific Polite Deadline

- 4** **Model answer:** Could you send it by 3 pm on Thursday, please?
Why it works: "Send it ASAP" is vague and sounds urgent and demanding. The model answer uses *Could you...?* (polite question form), gives a specific time (3 pm), a specific day (Thursday), and ends with *please* for extra courtesy. Your answer is correct if it includes a specific day and/or time and uses a polite form.

Task 5 – Apology for Missing Attachment

- 5** **Model answer:** I'm sorry I left out the attachment. I've attached it here.
Also acceptable: I apologise for forgetting to include the attachment in my previous email. Please find it attached.
Why it works: A good apology email is short, takes direct responsibility, and immediately offers the solution. Notice "I've attached it here" – this confirms the fix is already done, which is more helpful than saying "I will attach it."

Task 6 – Clarification Question

- 6** **Model answer:** Could you confirm whether you meant 12 or 13 October?
Also acceptable: Could you clarify whether the date was 12 or 13 October?
Why it works: Both *Could you confirm whether...?* and *Could you clarify whether...?* present exactly two options in a polite, professional way. *Whether* signals that you know there are two possibilities. Avoid writing "Which date is correct?" – it can sound slightly accusatory. The *Could you...?* form keeps the tone collaborative. 🇪🇸 "Whether" = "si" cuando hay dos opciones. Ej: "¿Podría confirmar si se refería al 12 o al 13 de octubre?"

Model Responses – Speaking & Writing Tasks

🗣️ Model Speaking Response

"Hi [Name], this is [Your name]. I'm just following up on the email I sent you on [day] about the updated schedule. I wanted to check that you received it and see if you had any questions. Would Thursday at 10 am work for a quick call? I'm free most of the morning. Thanks very much – speak soon!"

What to notice: The message is under 45 seconds when spoken naturally. It names the original email, proposes a specific time, and ends warmly. Your message is successful if it includes all four required elements from page 6 – you don't need to match these exact words.

✍️ Model Writing Response – Option A

Subject: Following up – [document name]

Dear [Name],

I'm following up on the email I sent last week with the attached document. I haven't received a reply yet and wanted to make sure everything was in order. Could you let me know your thoughts by Friday at 5 pm? Please don't hesitate to contact me if you need any additional information. Thank you,
 [Your name]

Word count: 70 words ✓

Quick Recap – Five Email Types at a Glance

-  **Request**
Could you confirm...? + specific deadline
-  **Follow-Up**
I'm following up on... + polite reminder
-  **Apology**
I apologise for... + immediate solution
-  **Clarification**
Could you clarify whether... A or B?
-  **Scheduling**
Would Tuesday work for you?

🎉 **Well done for completing this pack!** You now have five real email templates, six practised grammar points, and a set of phrases you can use today. The more you use them, the more natural they'll feel.

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