

Here is a booklet with more phrases for professional letters and e-mails:
<http://scribd.com/doc/25926027/Email-English-Phrase-Book#scribd>

Now, take the quiz to help you review the phrases. Tomorrow the study of letters and e-mails continues with punctuation and capitalization rules to make your written English correct and professional.

Quiz: Lesson 11

1) I _____ for the delay in responding to your letter.

- A. sorry
- B. apologize
- C. afraid

2) _____ the documents you requested, I am awaiting the final approval from my supervisor.

- A. Regarding
- B. Responding
- C. Inquiring

3) I am writing to _____ you that the location of the training session has been changed.

- A. request
- B. express
- C. inform

4) If you require _____, please do not hesitate to contact me.

- A. attachment
- B. attention
- C. assistance

5) It was a _____ to speak with you on the phone earlier this week.

- A. pleased
- B. pleasure
- C. delight

6) I would _____ it if you could call me at your earliest convenience.

- A. appreciate
- B. approve
- C. enjoy

7) I _____ to hearing from you.

- A. look forward
- B. look toward
- C. look around

8) I am writing to _____ more information about your consulting services.

- A. require
- B. reply
- C. request

9) After _____ consideration, we have decided not to purchase the product.

- A. cautious
- B. careful
- C. delicate

10) Unfortunately we are _____ to make a donation to your organization due to budget constraints.

- A. unable
- B. impossible
- C. cannot

11) Please refer to the _____ brochure for a complete description of our internship program.

- A. enclosed
- B. welcomed
- C. required

12) We are quite _____ to work with you to find a mutually beneficial solution.

- A. available
- B. pleasure
- C. willing