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#### **KEY PHRASES**

Hello. / Hi.
Can I speak to him, please?
Can I take a message?
Thanks very much!
Bye.

Good morning. / Good afternoon.
May I speak to him, please?
Would you like me to take a message?
Thank you very much.
Goodbye.

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2 Study the key phrases. Which phrases go at the beginning and which go at the end of an email?

# **KEY PHRASES**

# Informal expressions

- 1 How's it going?
- 2 Write back soon.
- 3 Have you done anything (exciting)?
- 4 Thanks for your email.
- 5 Bye.

### **KEY PHRASES**

#### Responding to an accident

- 1 What's wrong / hurt?
- 2 Are you OK / fine?
- 3 I've hurt the / my arm.
- 4 It's really / amazing painful.
- 5 Let / Let's me see.
- 6 It really hurts / painful.
- 7 Can you move / touch it?
- 8 I can / can't move it at all.
- 9 I think you should / will see a doctor.