
16 Common mistakes

You are going to look at the text from three emails that contain words which can often be confused.

Underline the correct or most appropriate word.

EMAIL 1

I am writing with (1) *connection/reference/regarding* to our telephone conversation this morning about your order 7895LG. I must (2) *regret/apologise/sorry* for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) *arrive/reach/deliver* you within 10 working days. We have taken special (4) *care/attention/caution* to make sure that the items are exactly as you requested.

Once again, please (5) *take/have/accept* our apologies. If you have any further questions, do not (6) *stop/fail/hesitate* to contact me again.

EMAIL 2

I was (1) *sorry/unhappy/afraid* to hear about the damage to the products that you received this morning. However, I am (2) *afraid/apologise/regret* that we cannot (3) *accept/except/have* responsibility in this (4) *topic/material/matter*. All our products are (5) *controlled/checked/looked* very carefully before leaving the factory, and the damage in this case must have been caused in transit. I (6) *propose/suggest/tell* that you contact the shipping company directly about possible compensation.

In the meantime, we can ship the same order to you again, if it would help. If you give us a firm instruction to do so (7) *until/by/within* the next few days, it should reach you (8) *until/by/within* the end of the month.

EMAIL 3

I am writing to you (1) *affecting/connecting/concerning* the meeting that we (2) *combined/appointed/arranged* for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (3) *cancel/postpone/schedule* the meeting until next week? I can make any time Wednesday or Thursday.

I apologise for any (4) *disadvantage/inconvenience/unfortunate* this may cause, and I (5) *look forward/wait/anticipate* to (6) *hear/hearing/know* from you.