



Public Places and Services

Informal email: visiting a new public library

1. Lead-in discussion

Talk with a partner before you write.

1. What makes a public library useful for teenagers?
2. What problems might visitors experience in a new building?
3. Which library service would you use most often? Why?

Exercise 5 at a glance

Write an informal email to a friend.

Cover all the prompts.

Develop ideas with details and reactions.

Use relaxed, natural language.

Make the email flow naturally.

2. Exam-style task

A new public library has opened near your home. You enjoyed visiting it, but you had a small problem.

Write an email to a friend about it.

In your email you should:

- say what you liked about the library
- describe the problem you had
- recommend visiting the library to your friend

Write about 120 to 160 words.

3. Model email

Subject: The new library is actually brilliant!

Hi Kan,

How are things? Did you ever finish that enormous mystery novel, or is it still gathering dust beside your bed? Anyway, I checked out the new library near the sports centre yesterday, and it is nothing like the old one.

The best part is the study area upstairs, which has comfortable desks, charging points and tiny rooms for group work. I also loved the self-service machines because I borrowed two books in seconds without standing in a queue. It all felt bright and welcoming.

My only problem was finding the computer room. I followed a sign downstairs and ended up outside beside the bins! Luckily, a librarian showed me a shortcut through the children's section, so I got there just before my booking started.

You should come over and see it if you're free this weekend. We could book a study room, get some revision done and then grab a drink at the little cafe downstairs.

Write back soon,

Evelyn

P.S. I may return the mystery novel for you while I am there.

4. Explore the model: structure, content and tone

Work with the model email. You do not need to copy long answers. Underline, label or make short notes.

Focus	What to find	Done?
Email structure	Find the subject line, greeting, opening chat, main message, plan and sign-off.	
Content point 1	Where does the writer say what they liked about the library?	
Content point 2	Where does the writer mention a problem during the visit?	
Content point 3	Where does the writer recommend visiting the library?	
Informal audience	Find two places where the email sounds friendly or relaxed, such as a contraction, exclamation mark or chatty phrase.	
Development	Find one extra detail, reason or reaction that improves the answer.	

5. Language from the prompts

The prompts can guide your grammar choices. Notice which language each prompt naturally needs.

Prompt	Useful grammar	Why it fits	Example from the model
what the writer liked	relative clause + because	The writer adds details and explains a positive opinion.	which has... / because I borrowed...
the problem during the visit	past simple + result	The writer describes the problem as a clear sequence.	I followed a sign / ended up outside
the recommendation to visit	should / could + if	The writer recommends a visit and suggests a plan.	You should come... / if you're free / We could book...

6. Make it flow

Read the informal linking phrases. Underline one you could use for each purpose.

Job	Useful informal linkers
move into the topic	Anyway, / I checked out... / nothing like the old one
add detail or reaction	The best part is... / I also loved... / because...
introduce a problem	My only problem was... / and ended up... / Luckily, / so I got there...
make a plan	You should come over... / if you're free / We could book... / and then...

7. Vocabulary and useful phrases

Use chunks that sound natural for this task. You can also upgrade your writing with precise words and phrases.

Purpose	Useful chunks / language	Add your own
describe the library	study area / charging points / group-work rooms / self-service machines	
describe a problem	finding the room / followed a sign / ended up outside / showed me a shortcut	
sound informal	How are things? / gathering dust / checked out / grab a drink	
recommend a visit	come over / if you're free / book a study room / this weekend	
upgrade with adverbs	actually / upstairs / luckily / just before / downstairs	

8. Plan your own email

Use the same task, or change the library to another public place or service.

Prompt	My idea	Useful language	Link to next part
what I liked			
problem during the visit			
recommendation to my friend			
opening / ending			

