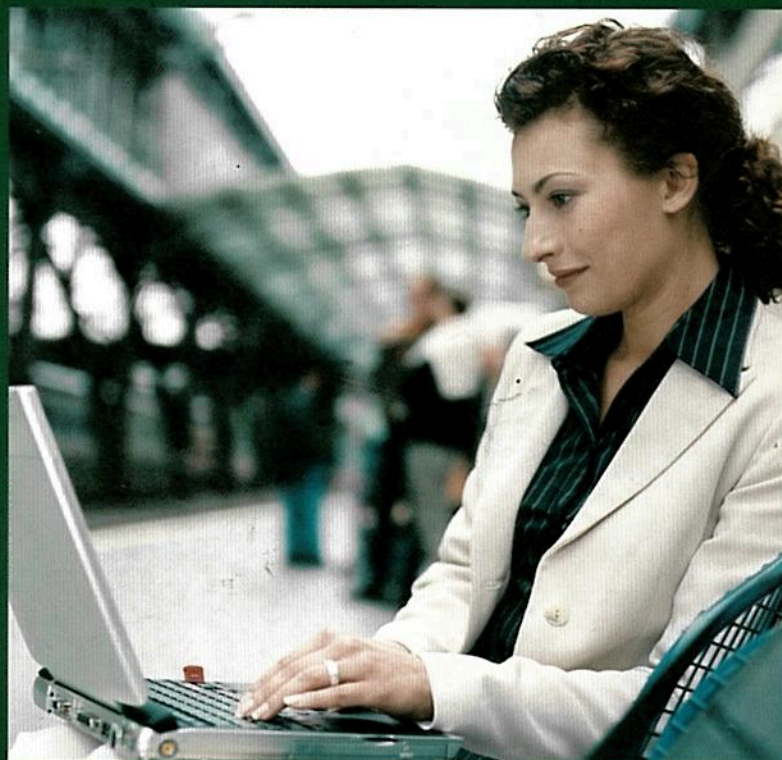
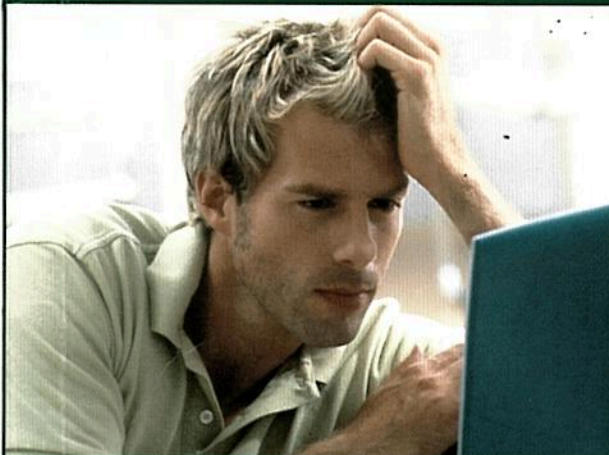


OXFORD Business English

# English for Emails

Rebecca Chapman

EXPRESS SERIES



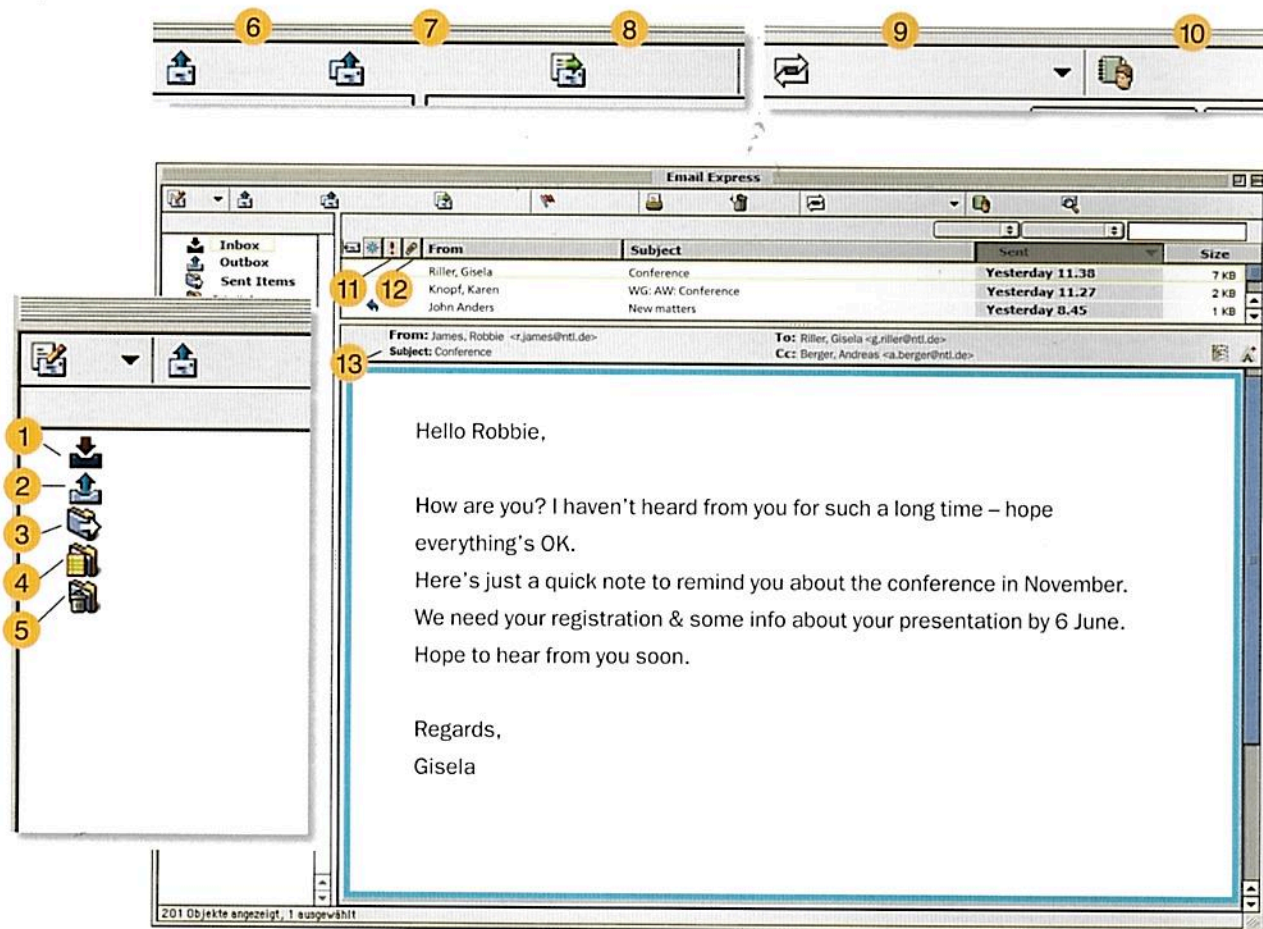
OXFORD





## 1 Label the screen with the following English equivalents.

attachment • contacts • deleted items • drafts • forward • high priority  
 • inbox • outbox • reply • reply to all • send/receive • sent items • subject



## 2 Where or how can you do the following?

- 1 Find old emails you have sent.
- 2 Find emails you have received.
- 3 Send an email you have received to a third person.
- 4 Find email addresses and other personal data.
- 5 Put emails you are working on but are not yet ready to send.
- 6 See what a message is about.
- 7 Show that an email is important and should be read immediately.
- 8 Find a document which has been sent with an email.

## 3 Now look at the message. Find five things that make it different from a letter.



## Email structure



One of the advantages of emails over normal 'snail-mail' letters is that they are quick and direct. We send an email for a particular purpose and we expect a fast response or immediate action. For emails – whether formal or informal – to be most effective, it is a good idea to give them a clear, logical structure.

**Subject line:** This should be short and give some specific information about the contents of your message.

**Salutation:** As in letter-writing, the salutation can be formal or informal, depending on how well you know the person you are writing to.

Dear Mr, Mrs, Ms ...  
A formal form of address, also used when first contacting a person.  
Less formal. Either you have had contact with this person before, or they have already addressed you by your first name.  
Hi/Hello Mary  
(or just the name)  
(no salutation)  
Very informal, usually used in messages which are part of a longer email exchange.

**Opening sentence:** This is used to explain why you are writing. (Remember: the opening sentence should always start with a capital letter.)

I'm writing to ...  
More formal introduction to say why you are writing.  
Just a quick note to ...  
Friendly, informal way to say why you are writing.  
**Conclusion:** This is where you tell the reader what kind of response, if any, you expect.  
Looking forward to your reply.  
Hope to hear from you soon.  
Informal ending to indicate a reply is necessary.

**Close:** Like the salutation, this can vary from formal to very informal.  
Yours sincerely  
Very formal, rarely used in email correspondence.  
Regards/Best wishes  
Most commonly used close, can be used in formal and informal emails.  
Bye/All the Best/Best  
Friendly, informal close.  
Name only (or initials) is also common when writing to close colleagues.





#### 4 Look at this excerpt from a typical inbox and find an email ...

from Martin which ...

- 1 is urgent.
- 2 is probably not work-related.
- 3 is asking for input.
- 4 contains new information about a meeting.
- 5 is a reply to an email you sent.

from Julia which ...

- 6 is a request for information.
- 7 was sent on from someone else.
- 8 contains one or several documents.
- 9 contains information about the new division.

INBOX				
		Subject	Received	
a		Martin Weber	ideas for a venue?	05.03.2003 12:34
b		Martin Weber	sales meeting	05.03.2003 13:36
c		Martin Weber	something amusing for you	05.03.2003 13:53
d		Martin Weber	car park closed tomorrow	05.03.2003 15:34
e	!	Martin Weber	sales meeting update	05.03.2003 17:41
f		Martin Weber	Re: tomorrow's event	05.03.2003 19:34
g		Meadows, Julia	outstanding invoices	06.03.2003 09:02
h	!	Meadows, Julia	FW: invoice 0167	06.03.2003 09:55
i		Meadows, Julia	REQ: current price list	06.03.2003 12:38
j		Meadows, Julia	Info	06.03.2003 16:49
k		Meadows, Julia	Info	07.03.2003 11:06
l		Meadows, Julia	PET contract	07.03.2003 11:45

#### 5 Did you have trouble answering number 9? That's because Julia's subject lines don't always give enough information about the contents of her emails.

Look at the following excerpts from emails and write appropriate subject lines.

1 Subject: \_\_\_\_\_  
Just a quick note to see if you've heard from Production about the new schedule. We need the info for tomorrow's meeting.

4 Subject: \_\_\_\_\_  
I have to change our meeting to 3 pm instead of 12.00. Sorry!

2 Subject: \_\_\_\_\_  
Many thanks for your email. The handbook for the XL20 motor is now available online at [www.hardysgardensupplies.com](http://www.hardysgardensupplies.com).

5 Subject: \_\_\_\_\_  
Could you send me those staff guidelines asap? Our dept hasn't seen them yet. Thx.

3 Subject: \_\_\_\_\_  
I will be away from the office from 3-5 October. Please direct all questions to Maggie in my absence.

6 Subject: \_\_\_\_\_  
I am writing to confirm your order of 1000 coffee mugs with logo (see attached), colour 32c.  
Your order no. is 66193 F/2. Please quote this number in all future correspondence.

## 6 Look at the paragraphs below. Each paragraph belongs to either a formal or an informal email. Find the two emails and write the letters (a-j) in the table below.

**a** Attached you'll find the new price list for our complete product range. We've discussed this with other distributors & they agree the increase can be passed on to their customers without any problems.

**b** A quick note to tell you about next week's meeting

**c** See you then! Enjoy yourself at the premiere tonight!

**d** Regards,  
Heidi

**e** Hi! Vladka,  
How's it going?

**f** Bye, Ivan

**g** I'm writing to inform you of our price increases for the next quarter.

**h** Dear Sam,

**i** Hope you have a successful third quarter and we look forward to future business contacts with you.

**j** We're meeting at 'Frank's' in Haverhill Street at about 5.30 pm. John is bringing the Swiss visitors with him directly after the factory tour. We'll hold a meeting first, then have dinner. Is that OK?

**salutation**

**opening sentence**

**body**

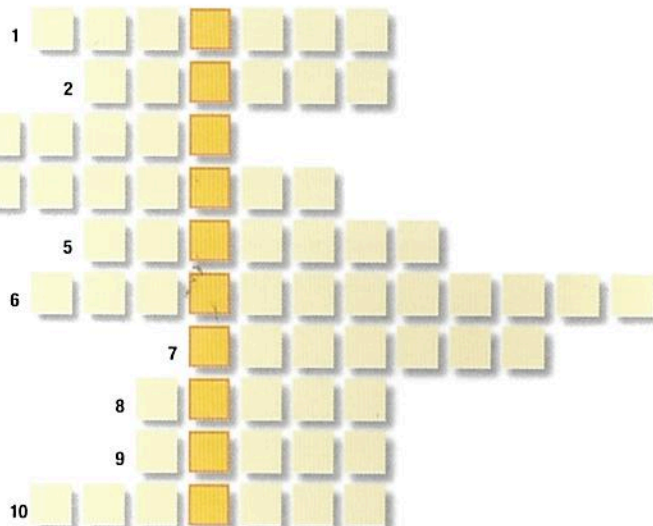
**friendly ending**

**complimentary close**

Formal email	Informal email
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

## 7 Use the clues to complete the puzzle and find the hidden word.

- 1 A typical email close
- 2 Where messages are stored before they are sent
- 3 What the email is about
- 4 To send an email you have received to a third person: *to ...*
- 5 The opposite of *to send: to ...*
- 6 What the exclamation mark (!) stands for
- 7 The text of an email
- 8 Another word for *answer: Looking forward to your ...*
- 9 Where new emails go when you first receive them
- 10 Part of an opening sentence: *I'm w... to let you know ...*



### OUTPUT

AUDIO



2

- 1 What are large firms now doing?
- 2 How do employees react?
- 3 What are the main reasons for doing it?

AUDIO



3

### Listen to part of the report again and complete the missing words.

Lost \_\_\_\_\_<sup>1</sup> isn't one of the main reasons for \_\_\_\_\_<sup>2</sup> e-communication, but some \_\_\_\_\_<sup>3</sup> are worried that workers \_\_\_\_\_<sup>4</sup> too much time using \_\_\_\_\_<sup>5</sup> as \_\_\_\_\_<sup>6</sup>. 90% of workers say they \_\_\_\_\_<sup>7</sup> personal emails during the \_\_\_\_\_<sup>8</sup> day.

### OVER TO YOU


How much time a day do you spend on emails?

Does your company have an emailing policy?

Do you think companies monitor emails for security or legal reasons, or just to check on the staff?



# 1 Look at the emails a – f. Which messages are formal and which are informal?

**From:** Evan Davis <evan.davis@meyer-consulting.com>   
**To:** Sidney Braithwaite <sb@texnet.de>

**a Subject:** Monitors offer

Dear Mr Braithwaite






I'm writing to enquire about the monitors you informed us of last month (April). Please could you send us a brochure and price list?

We would also appreciate a visit from your rep in order to get more information about the products. Could you ask one of them to contact us, please?

Looking forward to your reply.

Yours sincerely

Euan Davis  
Purchasing Assistant

**b**       
Delete Reply Reply All Forward Print

**From:** "Darren Thornten" <darren.thornten@odt.com>  
**cc:** "Tanya Becker" <tanya.becker@odt.com>  
**To:** "Hallwell, Gary" <gary.hallwell@odt.com>  
**Subject:** Hols


Hey Gary!

How was the holiday? I'll be away on mine when you get this! I'm off to Florida. :-)

Just a note to tell you that all the info to update you on the last couple of weeks is with Tanya. She's collected memos & post for you & also a list of important points from me. Hope you had a great time. I'm really looking forward to mine.

Speak to you when I get back. I WON'T be checking emails at all while I'm away!

See ya  
D

**From:** Daniel Prewitt <dtprewitt@triangle.com>   
**To:** Lorna Braun <lornabraun@redcol.at>

**c Subject:** Order CD239 A

Dear Ms Braun


Thank you for your order of 24 April for 200 corporate umbrellas. I would appreciate it if you could check the logo size & colour on the attachment.

Please confirm by email if this is correct before we make up your order.

Thank you for your custom.

Regards

Daniel Prewitt

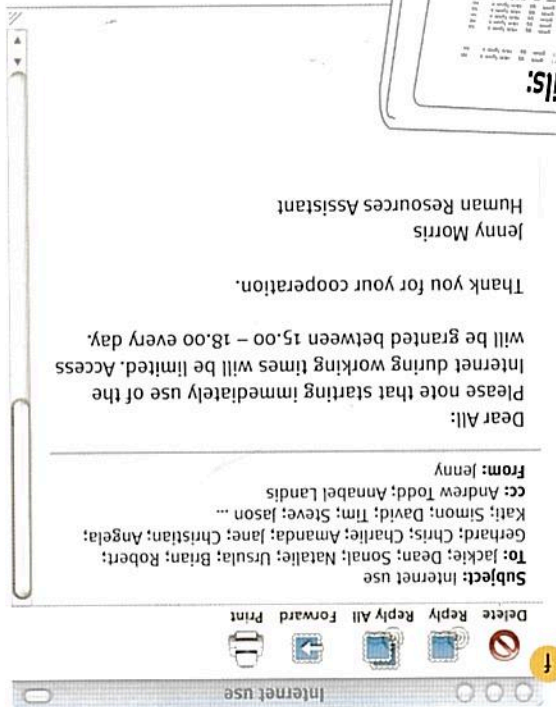
**From:** <r.frischherz@hellers.ch> **To:** <reservations@grandpalace.com> 

**d Subject:** Reservation

I would like to reserve a room for 3 nights 1–3 December inclusive. Could you also confirm the corporate price I was quoted of EUR 145.50 including breakfast buffet?

Kind regards

Ronald Frischherz



**To:** Gabriella <gabriella.m@bradford.co.uk>  
**From:** Yanis <yta@infotech2.co.uk>  
**Subject:** Change of plan

Hello Gabi

I hope this email reaches you before you leave the office. I'm afraid the rep who's coming to visit you tomorrow has been taken ill.

Would it be OK if we put off her visit until she's well? Hope this isn't going to cause you too much trouble. Let me know if I can be of assistance.

Have a nice day :-)

Yanis

## 2 Now look at the emails again and find the following.

- 1 An announcement to the staff of a new regulation
- 2 A message to a colleague
- 3 A message to a customer about a change in plans
- 4 A request for confirmation of an order
- 5 A hotel reservation
- 6 An enquiry to a supplier





### Register

The register of an email (how formal or informal it is) depends on the type of message you are writing and who you are writing to. So an email about rescheduling a meeting might be less formal than an enquiry or an apology. Similarly, an email to a new customer or the CEO of your company would probably be more formal than an email to an old customer or a colleague.

You can tell how formal an email is by its ...

**Salutation & close:** See **TIP** on page 7.

**Colloquial phrases:** These are phrases normally used in conversation which make an email less formal. Examples are *How's it going?* for *How are you?* or *See ya* for *See you later*. See page 34 for more examples.

**Vocabulary:** The words and expressions used in an email can make it formal or informal. Some examples are:

<b>formal</b>	to receive	to inform	to assist	to contact
<b>less formal</b>	to get	to tell	to help	to get in touch

**Abbreviations:** The use of abbreviations and symbols (eg *for* for *for example*, *info* for *information* and *&* for *and*) are more common in informal emails, although some standard abbreviations used in letter-writing – like *asap* – are also found in formal emails.

**Emoticons:** These written forms of body language or gesture are often used in less formal emails to help the recipient understand exactly what you mean.

### 3 Find examples in the emails on pages 12 and 13 to complete the table.

	More formal	Less formal (or informal)
salutations & closes	<i>Dear Mr Braithwaite</i>	<i>Hey Gary!</i>
phrases & vocabulary	<i>inform</i>	<i>Just a note to tell you ...</i>
abbreviations, etc.		<i>:~)</i>

#### 4 Match the vocabulary used in formal emails (1-10) with the less formal vocabulary below.

to answer • to ask • to get in touch with • help • to need • OK  
• to put off • to be sorry • to set up • to tell

- |                |    |                 |
|----------------|----|-----------------|
| 1 convenient = | OK | 6 to contact =  |
| 2 assistance = |    | 7 to postpone = |
| 3 to inform =  |    | 8 to arrange =  |
| 4 to reply =   |    | 9 to enquire =  |
| 5 to regret =  |    | 10 to require = |

#### 5 Now complete the emails below with words from above. Be careful of the register!

1 Dear Mr Bass

I am writing to \_\_\_\_\_ 1 about your range of less exclusive products. Our company has diversified recently and, in addition to the professional equipment we have previously purchased, we now \_\_\_\_\_ 2 products for the hobby golfer. Could we \_\_\_\_\_ 3 a meeting to see one of your sales reps who can \_\_\_\_\_ 4 us about your products? The week of 19 August would be \_\_\_\_\_ 5 for us. As I will be out of the office from 2 to 6 August, please \_\_\_\_\_ 6 my assistant, Sylvie Jouet, directly.

Best regards  
Simon Pilgrim

2 Hi Sylvie

Just a quick note to say we are very \_\_\_\_\_ 7 for the delivery delay. I'm afraid we'll have to \_\_\_\_\_ 8 the delivery date for 10 days because of the truck drivers' strike. When exactly do you \_\_\_\_\_ 9 the goods? If it's very urgent I'll \_\_\_\_\_ 10 the manager of the forwarders whether we can \_\_\_\_\_ 11 a special delivery somehow. I'll \_\_\_\_\_ 12 asap, but please let me know the latest date for the goods.

Despite this, have a nice day!  
Rgds  
Jean



## 6 What do you think the following abbreviations stand for? Write out the full meaning.

- |             |                       |        |       |
|-------------|-----------------------|--------|-------|
| 1 ie        | <u>in other words</u> | 6 bw   | _____ |
| 2 asap      | _____                 | 7 attn | _____ |
| 3 Thurs     | _____                 | 8 rgds | _____ |
| 4 Jan       | _____                 | 9 pls  | _____ |
| 5 at the mo | _____                 | 10 w/e | _____ |

## 7 Read the two emails below and find at least five things that make them either formal or informal. Then use the notes to write responses in the right register.

Hi Johannes!

I'm coming over to Bern for a conference in 2 weeks & was wondering if you could sort out somewhere for me to stay? I've got a bit of info about the conference hotel, it's the Hotel Bern in Viktoriastrasse 43, but not sure I want to stay there! Can you help me pls?

Hope this is OK with you!

Teresa

PS How about meeting up for a drink one night? ;-)

- send map of Bern as attachment
- list of guest houses and hotels at [www.berncityscope.ch/accommodation.htm](http://www.berncityscope.ch/accommodation.htm)
- dinner instead?

Dear Johannes

I'm writing to you about my visit to Bern. I'm attending a conference on 20 March and hope you can assist me in arranging accommodation. I've tried the tourist information office but they weren't very helpful.

The conference hotel is Hotel Bern in Viktoriastrasse 43 but I'd prefer to stay in a smaller guest house in the vicinity. Unfortunately I don't know Bern so it's rather difficult to find out where the best accommodation is.

I really hope the above is convenient.

Best regards

Sandy

- list of guest houses and hotels at [www.berncityscope.ch/accommodation.htm](http://www.berncityscope.ch/accommodation.htm)
- can book online or should I book something?
- can recommend 'Pension Bergland' (my parents stayed there)

Find ten spelling mistakes in the first email. Then correct the second email. How many mistakes can you find? (Look out for punctuation too!)

Hi Charlotta  
 Just a quick note to tell you that the info for  
 the new product has finally arrived.  
 I'll get in touch with you next week to update  
 you on tomorrow's meeting in Romania.  
 Can you put off the product mailing until I'm  
 back?  
 See you soon.  
 Regards  
 Tibor

Deer Mahendra  
 we are still waiting for the above order but have  
 recieved no email to explain the reason for the delay.  
 This is particularly inconvenient for us at the moment  
 as as our clients need the dyliverry asap  
 Please can you kontakt the forwarders find out what  
 has happened and inform us immediately.  
 we look forward to hearing from you very soon  
 kind regards  
 Mia

How important is accuracy in emails?

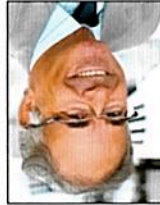
You will hear five people talking about emails. What is the main point each speaker makes? Note any important words they use.



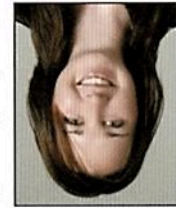
Speaker 1



Speaker 2



Speaker 3



Speaker 4



Speaker 5

Which opinion do you agree with?

OVER TO YOU

How would you react if you received an email full of mistakes from someone you didn't know? Would it matter if the person wasn't writing in his or her native language?



### 3 Complete the table with the phrases below.

Can you help? • We hope you are happy with this. • Let us know if you need any more help.  
 • Please answer asap. • I'm sending you the ... in an attachment. • I'm sending you ...  
 • Thanks for choosing ... • We are working on your request. • Can you please send me ... ?  
 • Thanks for your email/request.

#### More formal

##### Requesting information

I'd appreciate a reply asap.

Would you be able to help ... ?

Could you please send me ... ?

##### Replies

Please find the ... in an attachment.

I'm pleased to send you ...

Thank you for your email/enquiry.

Do not hesitate to contact us if you require further assistance.

We hope you find this satisfactory.

Thank you for your interest.

Your request is being processed.

#### Less formal

_____	1
_____	2
_____	3
_____	4
_____	5
_____	6
_____	7
_____	8
_____	9
_____	10

### 4 Use (parts of) the phrases in exercise 3 to complete the request and reply emails below.

From: rachel.beamish@wells.co.uk	To: request@changingrooms.co.uk
Subject: Request for brochures	
<p>Our company is currently looking for accommodation for some overseas colleagues who will be transferred to Southampton for 12 months.</p> <p>_____ <sup>1</sup> me some brochures showing the various houses and flats you have to offer. We also need to find locations near schools; _____ <sup>2</sup>?</p> <p>As our employees are arriving next month, I _____ <sup>3</sup>.</p> <p>Thank you very much.</p> <p>Best regards          Rachel Beamish          HR assistant          Wells Ltd</p>	

**From:** Brian Pearson (brian@changingrooms.co.uk) **To:** rachel.beamish@wells.co.uk

**Subject:** Re. Request for brochures **Attachment:** Southampton.pdf

Dear Ms Beamish

4. Unfortunately, the brochure you requested is being reprinted at the moment, but 5. Prices and location have remained the same, however, so you'll find the requested information 6. The new brochure will be sent by post as soon as it's available.

We 7. 8.

Regards

Brian Pearson  
Relocation Specialist  
Changing Rooms  
brian@changingrooms.co.uk  
www.changingrooms.co.uk

**TIP**

**Polite language**

Even in informal emails, it is important to use polite language. *Please* can be used in every type of request, and phrases with *could* and *would like* are more polite than phrases with *can* or *want*.

*Could you please send me ...*  
*I would like to order ...*  
*Can you please send me ...*  
*I want to order ...*

In enquiries it is best to avoid imperatives like *Send me ...* or *Inform me ...*. By adding *please* the sentence becomes more polite, but is still rather direct.

*Please send me your current price list ...*  
*Please give us your rates ...*

The following phrases can be used in formal enquiries to first-time contacts. However, they can sound too formal in emails to colleagues.

*We would be grateful if you could send us ...*  
*We would also appreciate some information on ...*



## 5 Rewrite these emails to make them polite.

Our general manager saw your advert in yesterday's *Financial Times* and wants the free start-up packet advertised.

Send it to:

...

We also want all the information you can send us on your after-sales service.

Thanks in advance.

T. Gerald

Dear Giovanni

Jane at headquarters gave me your name and said you will help me. I need some information about the upcoming trade fair in Milan.

1) Who is attending from the Milan office?

2) How many hotel rooms have you booked?

3) What time and where is the Tuesday night reception?

Send me the information immediately.

Regards

Martin

PS I want you to send me your extension number too. I can't find it on the international list.

## 6 Unscramble the words below, then use them to complete the gaps. (Tip: the first letter of the word is always correct!)

apsa • arppctieae • attmance • equuirm • iertentsed • kwon • rqtseue  
• rvceiee • snde • stfcrisaatoy

1 I'm sending you the price list in the

attachment.

2 Your \_\_\_\_\_ is being processed.

3 Please answer \_\_\_\_\_.

4 We hope you find this \_\_\_\_\_.

5 Can you \_\_\_\_\_ me ... ?

6 I'd \_\_\_\_\_ a reply asap.

7 Thank you for your \_\_\_\_\_.

8 Let me \_\_\_\_\_ if you need any more help.

9 I'm \_\_\_\_\_ in ...

10 I would like to \_\_\_\_\_ ...

## 7 Use the information below to write an enquiry.

You are the sales rep for Bigtop electric drills and saws.

Write to James Baker (your colleague Sarah Miller gave you his name) to order some brochures on Bigtop's after-sales service. You need the English version of the brochures for a trade fair in the Czech Republic. The trade fair is next week!

STARTER

Emails – especially those from native speakers of English – can contain a lot of acronyms and abbreviations. How many do you know? If you have trouble finding the answers, look at the clues below.

1	Thx	_____	7	Rgds	_____
2	Tia	_____	8	BTW	_____
3	Re	_____	9	Fwd	_____
4	FAQ	_____	10	REQ	_____
5	CU	_____	11	IMO	_____
6	FYI	_____	12	ATB	_____

Clues

- 1 You write this to someone who has helped you.
- 2 You write this to someone who is going to help you.
- 3 This is used in the subject line and in the body of an email and means 'about'.
- 4 You see this on websites to give more information on the typical things people ask about.
- 5 You write this at the end of your email.
- 6 You write this to show no reply is necessary.
- 7 This is the short form of a common close.
- 8 You write this when you want to give some additional information.
- 9 You do this when you send the same email on to another colleague.
- 10 You write this when you want someone to do something for you.
- 11 You write this when you want to say what you think.
- 12 You write this as a close, to wish someone well.

The use of abbreviations and acronyms is not the only way native speakers try to keep their messages short. They often also omit articles, pronouns, or auxiliary verbs. Look at these sentences and write them out in full.

- 1 Looking fwd to seeing u next wk.
- 2 Tia for yr help.
- 3 Will be in touch tomorrow with updated figures.
- 4 Pls call me re our meeting on Thurs am.
- 5 Just a quick email to give you new dates.
- 6 Got any exciting plans for the w/e?
- 7 No info on pay rises at the mo. Hope to hear sth soon though.



**1 Read the two emails below and answer the questions.**

- 1 What tasks would Simon like Pascal, Barbara, and Thilo to do?
- 2 Which tasks have been completed and who did them? What problem has this person had?
- 3 What do you think the working relationship is between the four colleagues?



From: Simon <swo@tdo.com> To: Pascal <pbe@tdo.com>, Barbara <baz@tdo.com>, Thilo <thr@tdo.com>

**a** Subject: quarterly sales reports

Hi all

I'd like you to send me the figures from the last quarter by tomorrow morning first thing. Pls let me know if you have a problem with this deadline.

Pascal: Have you coordinated your team & their results yet? Can you send the report to me by Thurs 4th?

Babs: Have you finished your sales report yet? By Tues 2nd June pls.

Thilo: Have you contacted Hungary about the new account details? Gerry needs this info asap.

Please reply asap.  
Best wishes  
Simon

**b**

From: Pascal <pbe@tdo.com>  
To: Simon <swo@tdo.com>  
cc: Barbara <baz@tdo.com>, Thilo <thr@tdo.com>  
Subject: re quarterly sales report  
Attached: sales\_div2\_1quart.xls

Simon

I'm sending you all the info you need for last quarter in the attachment.

I've already contacted my team and they have just finished their sales figures. Unfortunately we haven't completed the report yet as we've been very busy with trade fair prep.

The deadline should be no problem though: you'll have it on your desk by 4 May.

Rgds  
Pascal

## 2 A virus has infected Simon's computer and scrambled Barbara's and Thilo's replies to Simon's email. Unscramble the sentences and put them in the correct order. (Tip: the words in bold stay where they are.)

Barbara's reply:

a **Things** so here been busy have **that** hasn't on it there work been time to.

b **Last** desk a.m. figures will tomorrow your on quarter's be.

c **Tuesday** though be problem should no.

d **Sorry, Simon**, report yet finished I the haven't but.

Thilo's reply:

e **I've** also that the figures wanted you attached.

f **I've** the post copy put a already in **but** an too sending as attachment am it.

g **Simon, Anna** just the at account details has the sent Hungarian office.

Talking about deadlines and taking action

**TIP**

The present perfect is used to talk about deadlines and whether or not they have been met. It is also used to describe the status of tasks in progress.

*Have you coordinated your team & their results yet?*

*I've already contacted my team and they have just finished their sales figures.*

Adverbs like *yet*, *already*, or *just* are often used with the present perfect in this type of sentence.

*Have you sent in your registration for the conference yet?*

*Sorry, I haven't written the report yet.*

*I've already sent the registration form.*

*We've just received the order.*

In American English the simple past is used instead of the present perfect with the signal words above. There is no difference in meaning.

*Did you send in your registration yet?*

The *will* future is used in replies to emails requesting action to say what the writer will do and when. Note that the contracted form (*I'll* instead of *will*) is usually used.

*You'll have it on your desk by 4 May.*

*Sorry, but I haven't sent it yet. I'll do it straight away.*



### 3 Use the words in brackets to complete the gaps in these emails.

Hello Jane

First of all, there \_\_\_\_\_<sup>1</sup> (be) a meeting next Thursday from 2 to 5 pm to discuss trade fair planning. Please let me know whether you can attend.

\_\_\_\_\_ the brochures for model 564Z and 566T \_\_\_\_\_<sup>2</sup> (you/order/yet)? Remember, we need 5000 copies each for the trade fair.

\_\_\_\_\_ Margot about the schedule \_\_\_\_\_<sup>3</sup> (you/contact/yet)? I need the finalized version for the meeting on Thursday.

Finally, \_\_\_\_\_ the presentation material \_\_\_\_\_<sup>4</sup> (you/send/yet)? I can't seem to find it anywhere.

Ramon

Hi Ramon

Yes, I can attend the meeting next Thursday.

I \_\_\_\_\_<sup>5</sup> (just/order) the brochures for both models. They \_\_\_\_\_<sup>6</sup> (be delivered) on 7 September. BTW, I \_\_\_\_\_<sup>7</sup> (just/have a look) at a pdf of the new brochure. It looks good. \_\_\_\_\_<sup>8</sup> (you/see) it? If not, I \_\_\_\_\_<sup>9</sup> (forward) it to you.

Re the schedule: I \_\_\_\_\_<sup>10</sup> (leave) a message on Margot's voicemail but she \_\_\_\_\_<sup>11</sup> (call back/yet). I \_\_\_\_\_<sup>12</sup> (try) again later and \_\_\_\_\_<sup>13</sup> (ask) her to contact you directly.

I \_\_\_\_\_<sup>14</sup> (email) the presentation material straight away. Sorry for the delay.

ATB

Jane

### 4 Use words from the two lists to make as many verb-noun phrases as you can.

Example: *to arrange an appointment or a meeting*

arrange • attach • clarify • demand •  
finalize • inform • meet • notify • schedule  
• send • update • write

an appointment • colleagues • a database  
• a deadline • details • a document • a  
meeting • the minutes • payment • a report



**Now complete the sentences with words from the boxes.**

- 1 I'm \_\_\_\_\_ you the report by post. Can you please read it and give me your feedback?
- 2 Please \_\_\_\_\_ your colleagues that our monthly meeting has been changed to Wednesday.
- 3 I've \_\_\_\_\_ an appointment with the new sales rep.
- 4 Clara, I've read your notes but can we meet to \_\_\_\_\_ the details.
- 5 I'm afraid we won't be able to meet the \_\_\_\_\_. We're going to need a few more weeks.
- 6 Please email me your notes from the last meeting so that John can \_\_\_\_\_ the minutes.
- 7 I also need your January figures so that we can \_\_\_\_\_ the database.
- 8 Motor Supply Ltd still hasn't paid. It's time to demand \_\_\_\_\_ with an official letter.

**5 Look at this informal reply to an email. What questions or requests did Annika write in the original email?**

To: Annika Forrester <akm@jbf.com>  
 From: Martin Ho <mho@jbf.com>  
 Subject: re Internet guidelines  
 Attachment: internetguidelines.doc; internetaccess.xls

---

Hi Annika

How are you? Thanks for your mail.

Yes, you can have a copy of the new Internet guidelines.  
 I haven't sent them yet as they only arrived this morning.  
 You'll find a copy attached.

You also asked for my thoughts about the guidelines –  
 no comment! :-)

I've also attached the stats showing Internet use in the  
 company – just as you asked.

I haven't heard from Sanji for ages either but I think she's  
 been on holiday. Perhaps Ian knows.

You asked if I have the dates of the next internal policies meeting  
 – yes, but I'll have to find them first! :-). Will send them asap!

Look forward to your next mail.  
 Have a good weekend!

Martin

1 Could you send me a copy of the new Internet guidelines, please?

2

3

4

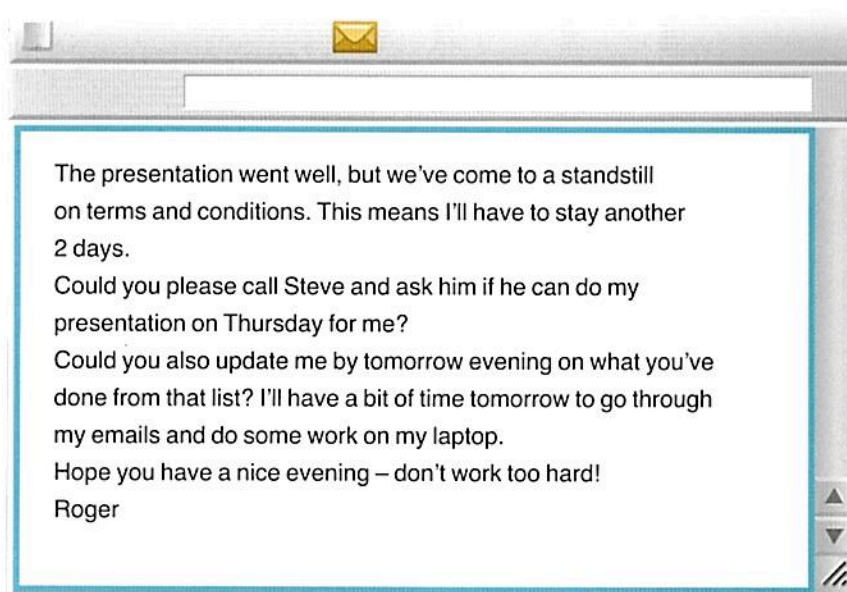
5

**Now write the original request in full.**



**6** Your boss has given you this 'to do' list before leaving on a business trip. You've ticked (✓) the jobs which have been done and added some notes. Use the 'to do' list to answer your boss's email.

- phone suppliers about our credit period ✓  
extension of 30 days  
not available on days we need!
- book room at ~~Hilton~~ for Japanese guests – want to hold reception,  
10 participants approx  
booked room at International  
International
- get an offer for buffet lunch from ~~Hilton~~ ✓ EUR 50 a person
- check my parking permit has been renewed can leave till end of week
- organize times for in-company language training –  
NOT in core-time! ✓
- correct my overheads for Thursday presentation
- phone Jeff – cancel golf morning for Friday left message on mailbox,  
will try again
- ask Tessa to call me next Tues re: travel expenses ✓

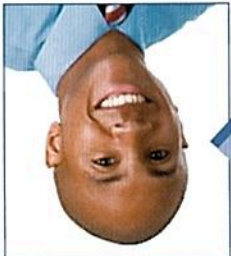


To cc or not to cc?

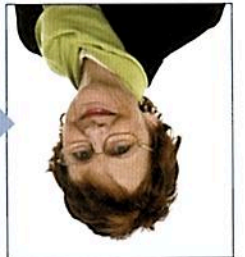
Listen to five people talking about this and answer the questions below.



1. How many emails a day does she get?
2. What do they have in common?



3. What is his main point?
4. Is he happy to receive a lot of email?



5. What would she like her colleagues to do?
6. What does she mean by 'leave me out of the loop'?



7. What does his boss want?
8. What effect does this have on his working day?



9. What is his complaint?
10. What would he like to see?

OVER TO YOU

How often do you use the cc function and who do you send copies to?  
Do you ever use the blind copy (bcc) function?  
Does your company – or team – have a policy on who is copied in?

YOU'VE GOT MAIL

UNIT 4

Partner A page 49  
Partner B page 50



## 5 Put the following phrases in the correct category, informing or replying.

Just a note to say/tell you ... • In reply to your email ... • Here are the details on ... • I'm writing to clarify ... • I'll get back to you asap ... • Thank you for clarifying ... • I'll follow up the points mentioned in your email ... • I'd like to inform you of ... • Just a few comments about/on ... • Just to update you on ... • Let me fill you in on ... • Thanks for your email. • You'll find the info attached ...

### Informing

*Just a note to say/tell you ...*

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### Replying

*In reply to your email ...*

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## 6 Use (parts of) the phrases in exercise 5 to complete these short emails. More than one answer may be possible.

a

**From:** Monica Jason **To:** Janice Forbes

**Subject:** Market research

Hey Janice!

Just \_\_\_\_\_<sup>1</sup>  
the market research idea. We have 2000 participants  
& the start-up date is Oct 1. The rest of the details  
aren't clear so I'll \_\_\_\_\_<sup>2</sup>.

Best wishes

Monica :-)

c

**From:** Phoebe Marlow **To:** Gerald Ainsley

**Subject:** re: Updates

Dear Gerald

In \_\_\_\_\_<sup>5</sup>;  
I've put together all the answers to your questions in a  
Word document which I can either fax you or send as  
an attachment. Which would you prefer?

Speak to you soon

Phoebe

b

**From:** David Collins **To:** Alison Price

**Subject:** Special Offer

Dear Ms Price

I'd \_\_\_\_\_<sup>3</sup> a special offer  
we're giving to all our most loyal customers. For any  
order of office supplies which exceeds EUR 200 we  
shall include a free stationery kit. For more details of  
this offer you'll find \_\_\_\_\_<sup>4</sup>.

Regards  
David Collins  
Customer Services

d

**From:** Steve East **To:** Timothy Barker

**Subject:** re: conference info – again!!

Hi Tim  
Thanks \_\_\_\_\_<sup>6</sup>. It sounds as  
if you still haven't got that info about the conference.  
Let \_\_\_\_\_<sup>7</sup> the important  
details. (I'll also post the packet to you.) It's taking place  
on Wed and Thurs 25–26.8. at the Adele Conference  
Centre in York and we're starting each day at 9 am. Your  
presentation is on Wed at 2 pm – you've only got 40  
minutes so talk fast!

Bye for now  
Steve

Being diplomatic

**TIP**

When things aren't going according to plan, an email exchange can become heated. The use of diplomatic language lets you point out mistakes gently, without offending the person you're writing to.

*We have a slight/minor/little problem.*  
*Unfortunately, the mistake is rather serious.*  
*I'm afraid we're not happy with ...*

Furthermore, be careful when showing emotion in an email. Using exclamation marks and writing words or phrases in capital letters can make your message too strong – it can look like you're shouting.

*Joanne, I'm still waiting for a reply!!!*  
*Didn't we agree to meet on TUESDAY?*

A more moderate way to emphasize a word is to enclose it in asterisks.

*Just writing to see what happened to your report. I needed it \*Monday\* and it's now Friday. Can we discuss?*

## 7 Rewrite the following email to make it more diplomatic.

Bob

We have a problem! I asked you to send me the conference details LAST WEEK but I still haven't received anything. What's going on?!! Now the hotel has asked me for the info today or we will lose the reservation. This is NOT a good situation!!! This is the ONLY hotel available in Madstown for our dates and I don't want to have to change the conference location.

PLEASE TAKE CARE OF THIS IMMEDIATELY!

Jack





## 8 Use these notes to write emails to some colleagues.

1 Sira – Meeting changed to Wed (not Thurs). Don't forget: XS32 manual, laptop

2 Answer Pamela's email:  
Update OK but still need Manuel's travel plans. Urgent  
Will send new price list tomorrow

3 Email John with update (check with Alice to make sure he's back from holiday) YES!  
Still no answer from Izumi about the Appleton account.  
Gantor-Brooks acct has been approved  
Meeting with me, Paul, and Izumi next week (Thursday 9 am) if he has time?

### OUTPUT

AUDIO



7

Cecil Armstrong is a trainer for office communication. In this interview he talks about one of his 'pet hates' – something which annoys him when he is using email as a communication tool.

Listen to the interview and answer the questions below.

- 1 What does Cecil really dislike?
- 2 Why?
- 3 What does he recommend?
- 4 What's his number one rule for email etiquette?



### OVER TO YOU

What do you think about quoting in emails? Do you ever do it?  
Does it bother you as much as it does Cecil?  
Is there anything which really annoys you when you receive emails? Write a list of 'five things NOT to do'.

YOU'VE GOT MAIL

UNIT 5

Partner A page 49  
Partner B page 51

**1** Below are two email exchanges. Match the emails with their replies.

b

A quick note to arrange a time for you to visit the factory next week. How about Monday, 21st May at 10:15?

Where should we meet? Should I pick you up from the station?

Pls send me an email by 5 pm today to confirm this.

a

Just writing to confirm my visit. Monday 21st sounds fine. Could you collect me from the station? My train arrives at 10.00. Thx

Looking forward to seeing the factory.

CU Monday.

d

Thank you for your invitation to visit your factory.

I can confirm that Friday morning at 9am is convenient for us. We will be arriving at the station at 8.30. Can you arrange for someone to collect us?

We look forward to seeing you next Friday.

c

I'm writing to arrange a meeting with you and Ms Milton to visit our factory. You expressed interest in this last time we spoke.

I would like to propose next Friday at either 9 am or 3 pm. The tour usually lasts two hours.

Please let me know which time is convenient for you.

I'm looking forward to seeing you both soon.

One of the exchanges is in formal language, the other is informal. Which is which? Make a list of the phrases that helped you decide.

**formal**

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**informal**

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## 2 Find phrases in the emails in exercise 1 to complete the gaps.

### Making arrangements

#### Organizing a date and a time

I'm writing to ar 1.

A quick note to ar 2 to meet.

Just writing to organize a time for your visit.

When would suit you best?

What about 5 o'clock?

Is 5 o'clock suitable? H 3 Tuesday?

Is Tuesday convenient?

Is 3 p.m. OK?

Please let me know wh 4.

Please let me know if this is convenient.

#### Organizing a meeting place

Where should w 5?

Should I p 6 from the station?

Should I collect you from the airport?

Could you e 7?

Could you arrange for s 8?

Meet me at the station.

I'll see you at reception.

#### Confirming arrangements

I'd like to confirm my visit.

Just writing to e 9 the arrangements.

I can confirm that 9 a.m. is e 10.

I'd prefer Friday at 8 a.m.

5 o'clock is good for me/is fine.

Tuesday sounds great/suits me.

Let me know if this is OK.

Please send me an email by 5 p.m. today to e 11.

I look forward to meeting you.

L 12 seeing the factory.

See you on Tuesday!

### 3 Use the phrases below to complete the two emails.

good for me • I look forward to • Is 12.30 OK • send me an email • to confirm • what about • writing to arrange

**From:** Vanessa <v.peters@tedelex.at> **To:** Sandra <sandra-schuetz@web1.at>

**Subject:** Meeting to discuss presentation

Dear Sandra

Just \_\_\_\_\_<sup>1</sup> a meeting to discuss the presentation.

\_\_\_\_\_<sup>2</sup> Friday? We could meet for lunch at the Trattoria Rialto on Breite Strasse. \_\_\_\_\_<sup>3</sup>?

Pls \_\_\_\_\_<sup>4</sup> this afternoon to confirm.

Regards  
Vanessa

**From:** Sandra <sandra-schuetz@web1.at> **To:** Vanessa <v.peters@tedelex.at>

**Subject:** re: Meeting to discuss presentation

Dear Vanessa


I'd like \_\_\_\_\_<sup>5</sup> our meeting on Friday.

12:30 is \_\_\_\_\_<sup>6</sup>. I'll bring the presentation info with me.

\_\_\_\_\_<sup>7</sup> seeing you on Friday.

Sandra

BTW – rgds to Jim!


**TIP**

**Prepositions of time**

<p><b>on days of the week</b></p> <p>on Sunday/Friday</p> <p>on the weekend [AmE]</p> <p><b>at definite times, holiday periods</b></p> <p>at 5 o'clock, at 2.30 p.m.</p> <p>at midnight</p> <p>at the end of the week/month</p> <p>at the weekend [BrE]</p> <p>at Easter/Christmas</p> <p>at the moment (Not: <del>in the moment</del>)</p>	<p><b>in time periods</b></p> <p>in the morning/afternoon</p> <p>in June/August</p> <p>in five minutes</p> <p>in the first/third quarter</p> <p><b>by deadlines</b></p> <p>by Friday/4 p.m./next month (at the latest)</p> <p><i>We must finish the report by Friday.</i></p> <p>(Not: <del>until Friday</del>)</p>
---	---



**4 Read the following sentences and cross out the incorrect prepositions.**

- 1 The conference begins ~~at~~ / on / ~~in~~ Monday at / on / in the afternoon.
- 2 Could you pick me up at / with / on 5 o'clock?
- 3 The report must be finished in / by / at Tuesday.
- 4 All holidays must be taken at / on / in June.
- 5 The company was founded by / in / on 2001.
- 6 I'll be at a client's in / at / on the end of the week.
- 7 On / in / At the moment I'm very busy but I'll be able to finish the report by / until / on next week.
- 8 If I haven't heard from you by / in / at the weekend, I'll call you in / on / at Saturday.

**5 Use the notes below to write an email to a client to set up a meeting.**

**Tues**

second meeting to finalize terms and conditions next week

three possible times:

Monday 13/3 2 pm

Thursday 16/3, any time

Friday 17/3 morning any time

need approx 2 hours

(Urgent: deadline for reserving conference room tomorrow noon!)

**6 Now look at the client's diary and write a response.**

**Monday** BA 3452 Edinburgh conference (meeting with JT 15.00)

**Tuesday** Presentation 10-11.30  
Return flight 16.10

**Wednesday**

**Thursday** 9.00-12.00 Meeting J. Thomas  
Pick up TG at airport 12.00

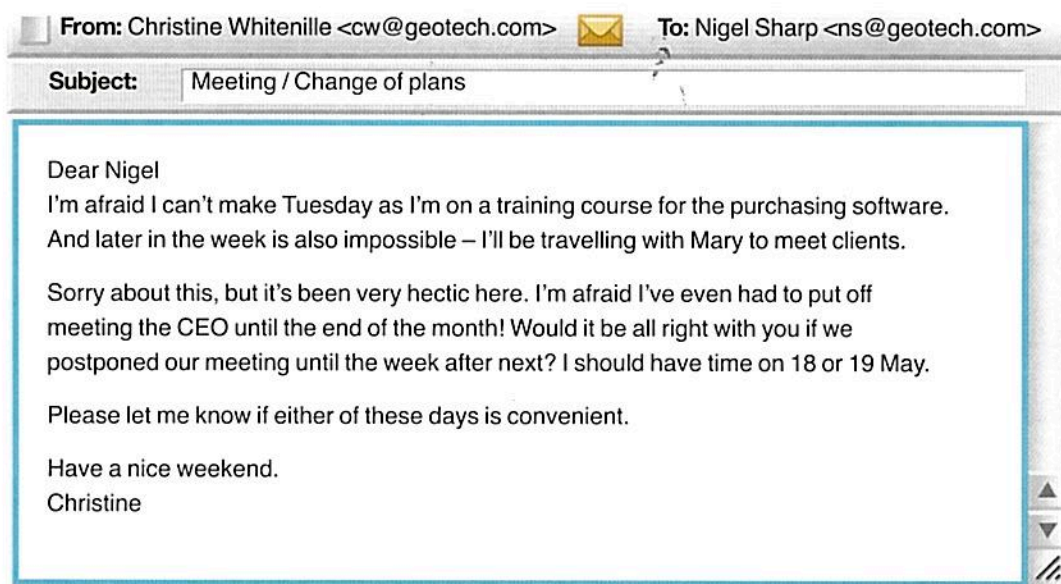
**Friday** Assessment Centre  
9.00-15.00

**Saturday**

**Sunday**

**7 Nigel Sharp receives the following reply to an email he sent. What words or expressions does Christine use to:**

- 1 say that the suggested dates are not convenient? Find two examples.
- 2 say that she's sorry? Find two examples.
- 3 suggest changing the meeting to a later date?
- 4 suggest a new time to meet?



**8 You receive the following email but the time and dates don't work out for you. Use the words below to write a reply.**

I'm afraid • postpone • by Monday • would it be all right • can't make it

Dear Marion

Just writing to arrange a meeting to discuss the schedule for the new project. Unfortunately, next week looks quite busy but I do have time on ~~Tuesday, 25 January~~. *No time Tuesday*

I'd prefer an early morning meeting (perhaps at 8 am) and would suggest we meet at the

Coffee Pot Café so we can have a 'working breakfast'. *Don't like breakfast meetings. My office?*

Is this convenient for you?

Could you get back to me by 6 pm today as I'm out of the office for the rest of the week?

Cheers

Jason

*Answer needed Monday latest  
(I'm away Tuesday)*



## Partner A

## You've got mail!

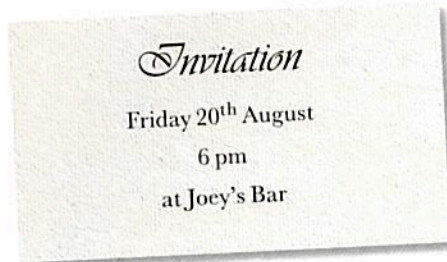
## General instructions

Follow the instruction under each unit heading to 'write' an email. Then exchange emails with Partner B and 'reply' to his or her email. Check the instructions again for extra information.

## Unit 1 An introduction to emails

## Write

Write a short email to a colleague. Tell him/her about Steven Rosenstein's retirement party.



## Reply

Thank your supplier for the information.

## Unit 2 Formal &amp; informal emails

## Write

Your boss left this post-it note on your desk while you were at lunch. Follow the instructions she gave you.

*Please email Ronald Chambers (r.chambers@jsu.com). We need his company's phone number and delivery address for our customer database.*

*Don't forget these are new clients. Be nice!*

*Thanks, Jan*

## Reply

You receive an email from a former colleague. Reply to it.

## Unit 3 Enquiries

## Write

You receive the information below. Write an email to Brian, but remember, you've only met him once at a trade fair and exchanged business cards.

*Can you ask that guy Brian who you met at the last international trade fair if he can send us some info about their new product? It would be great if he could give us a demo too!*

*Thanks! Kirsten*

## Reply

You work at a hotel and receive an email. Write a reply to it.

*Our Facilities*

4 large meeting rooms, 1 seats 60 people, 1 seats 40 people, 2 seat 20 people

Technical support

Swimming pool and sauna

Restaurant (weekends – restaurant only open evenings; for lunchtime arrangements our staff are happy to reserve you a table at a local restaurant)

Internet access in residents' lounge

## Unit 5 Exchanging information

### Write

Read the information on the note and put it into an email.

Could you let Will know about the promotion dates (5 – 15th January)?  
Ask him if he's got the market research results back & send him the packaging design.  
Cheers  
Sid

### Reply

Reply to the email you have received.

## Unit 6 Making and confirming arrangements

### Write

You need to set up a meeting with your colleague to discuss a new promotion. The meeting will take about two hours. Write an email to your colleague to arrange this. Use the diary below to decide when you can meet.

Monday	08.00 – 12.00 meeting 14.00 – 16.00 interviews
Tuesday	
Wednesday	business trip, Prague
Thursday	08.00 – 11.30 meeting 12.00 – 14.00 English course 16.00 dentist appointment
Friday	11.00 office birthday party get Maria a card leave work early?
Saturday	
Sunday	visit mother-in-law

### Reply

Reply to the email, confirming the date. The time is too early, suggest a later time and a location.

## Unit 4 Requesting action

### Write

Write an email to your colleague requesting action. You need:

- 2 quarterly reports (regions 1 & 2), deadlines end of week & middle of next week
- information about competitor's new product
- minutes of last meeting

### Reply

You receive an email from a customer. Reply to it, using the order form and the note from your boss below.

### Order form

- 25 white radiators, style "Richmond", item no. RI 539
- 5 glass shower cabinets, style "Estelle", item no. ES 651
- 12 oval mirrors with light, style "Hello", item no. HE 824
- 6 bathroom cabinets – pine, style "Rustic", item no. RU 418
- 10 shower taps, style "Nostalgia", item no. NO 332
- 7 towel rails – chrom, style "Moderne", item no. MO 739

1) already sent – arrival end of week 12th Feb approx  
2+3) not in stock  
4) to be sent tomorrow – 9th Feb, take 2 weeks to arrive  
5) already sent – arrival end of week 12th Feb approx  
6) will be sent next week – arrival approx. 3 weeks – 2nd March



## Partner B

## You've got mail!

## General instructions

Follow the instruction under each unit heading to 'write' an email. Then exchange emails with Partner A and 'reply' to his or her email. Check the instructions again for extra information.

## Unit 1 An introduction to emails

## Write

Write an email to a client. You have some new brochures, which will be in the post today. The prices have changed though!

## Reply

Thank your colleague for the reminder. You're definitely going. Keep the email short.

## Unit 2 Formal &amp; informal emails

## Write

You receive this memo at work.

## memo

Dear Colleagues

We're pleased to announce that Carol has been promoted to head the Logistics Department, beginning March 1. We're sure you'll join us in congratulating her & wishing her good luck!

You worked with Carol for many years before changing departments. Send her an email.

## Reply

You receive an email from your potential supplier. Reply to it using the following information.

To: Purchasing Dept  
From: Management (Jakob Leitner)

## Message:

Due to warehouse location change, our delivery address is now:

Avenida Diagonal, 643  
08034 Barcelona  
Spain

Tel. no. +34 93 280 4923

Please make sure NOTHING is sent to this address until 1st July.

JL

## Unit 3 Enquiries

## Write

You are organizing a small conference and would like to receive an offer from a few hotels. Use the information below to write an enquiry.

- Dates: Saturday & Sunday (3rd & 4th Sept)
- Participants: 45
- 10 participants need rooms
- buffet at lunchtime
- 3 meeting rooms for 15-20 people

## Reply

Reply to the email you receive. You remember meeting the writer and can do what he/she asks.

## Unit 4 Requesting action

## Write

You have waited three weeks for an order of goods, which should have been with the forwarders last week. Send an email, asking your supplier to send you a list of what has already been sent & the expected arrival date.

Your original order is below.

## Order form

- 25 white radiators, style "Richmond", item no. RI 539
- 5 glass shower cabinets, style "Estelle", item no. ES 651
- 12 oval mirrors with light, style "Helio", item no. HE 824
- 6 bathroom cabinets - pine, style "Rustic", item no. RU 418
- 10 shower taps, style "Nostalgia", item no. NO 332
- 7 towel rails - chrome, style "Moderne", item no. MO 739

## Unit 6 Making and confirming arrangements

**Write**  
Write to a client, suggesting a date & time to meet (add your own details). You would like him/her to suggest the place.

**Reply**  
You receive an email. Can you meet on the day suggested? Reply, either confirming or suggesting another date.

Use the diary below.

MONDAY	trade fair
TUESDAY	trade fair
WEDNESDAY	09.00 doctor's appointment 11.00-13.00 lunch appointment with French visitors 14.00-16.00 update meeting
THURSDAY	
FRIDAY	08.00-09.00 breakfast at Hotel Metropol
SATURDAY	
SUNDAY	camping with the kids

## STARTER Unit 3

First write down the email and website addresses that your partner dictates.

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

Then dictate these addresses to your partner:

- 6 <http://news.bcf.co.uk>
- 7 [biz.bod@fnc.com](mailto:biz.bod@fnc.com)
- 8 [www.bic.cll.at](http://www.bic.cll.at)
- 9 [it-dant@blackley.fr](mailto:it-dant@blackley.fr)
- 10 [Harliejoy.xr@dante.it](mailto:Harliejoy.xr@dante.it)

## Unit 5 Exchanging information

**Write**

Send an email to your team, informing them when you are on holiday. Tell them who will be the contact person while you're away and also ask them for their holiday dates so you can put them in the diary.

**Reply**

Reply to the email you have received using the summary and the note from your boss below.

### Summary of Market Research Results:

- Product "Minty" sweets
1. Design: can remain the same, was liked by testers
2. Strength of flavour: consumers complained, mint too hot!
3. Size: make slightly smaller, reduce amount to 25g
4. Advertising: fine! Positive feedback, especially the trial packs

Pls thank for packaging design attachment! Looks good!

**Reply**

You receive an email from one of your colleagues. Look at your 'to do' list and reply to it.

write reports: region 1 ✓  
region 2 still need figures from Tom ✓  
find out about competition ✓  
minutes of last meeting finish next week