



Writing emails

Lesson code: KSXP-CZZB-9IAV-T

UPPER INTERMEDIATE +

1 Email vocabulary

Match the terms on the left with the correct definitions on the right:

- | | |
|---------------------|--|
| 1. spam | a. a combination of symbols, e.g. 😊 used in an email to express a particular emotion |
| 2. an attachment | b. a file, e.g. a document, photo or computer programme, which is joined to an email |
| 3. a read receipt | c. a formal statement saying that you are not legally responsible for something |
| 4. an emoticon | d. an angry email |
| 5. a disclaimer | e. confirmation that you have read something |
| 6. a message thread | f. the history of correspondence |
| 7. flame mail | g. unwanted emails, usually advertisements |

Study the following rules for writing effective emails. In pairs, discuss and tick which ones you think are most important:

1. Be concise and to the point. Avoid long emails that are discouraging to read.
2. Try to reply to your customers' emails within 24 hours.
3. Do not write in CAPITALS - it seems like you are shouting and you might get a flame mail in response.
4. Leave the message thread in your email to save the recipient time and frustration looking for earlier messages.
5. Add disclaimers to your emails to protect you and your company from liability.
6. Proof-read your email before you send it.
7. Only copy in other people if they know why they are receiving a copy of the message.
8. Do not overuse abbreviations and emoticons - the recipient might not know what they mean.
9. Do not request read receipts - this will annoy your recipient.
10. Do not reply to spam - this will generate even more spam.



2 Email language - Formal vs. Informal

Email language can be formal or informal depending on who you are writing to. Complete the following table with phrases from the emails on the next page.

FORMAL	INFORMAL
<i>Common phrases</i>	<i>Common phrases</i>
I am writing to inform you that ...	
	Good news:
	I've attached ... /I'm attaching .../Here is the ...
	Don't forget to ...
	Can you ...?
I look forward to seeing you on ...	
Dear John	
How are you?	
	Just to follow up from our chat on ...,
<i>Full forms</i>	<i>Abbreviations</i>
Kind regards	
By the way	
<i>Verbs/phrases</i>	<i>Verbs/phrases</i>
... is arriving	
require	
rather interesting	
discuss	
return	
	drop by



Email 1

SUBJECT: New office

Hi John,

How are things? Hope you're settling in your new office.

Just to let you know that the laptop we ordered for you is on its way. I'm going to be away for a few days, so get in touch with Mike if you need anything else.

Btw, I had a look at your ideas for the new project and they seem pretty interesting. We'll talk about them when I get back.

See you on Monday.

Rgds,

Phillip

Email 2

SUBJECT: Loan application

Dear Mr Johnson,

Following our phone conversation on Monday, I am delighted to inform you that your application for a business loan has been approved. Please find attached the credit agreement.

Would you please visit our bank tomorrow so that we can sign the paperwork? I would like to remind you to bring with you all relevant company documents.

Kind Regards,

Duncan Smith
 Accounts manager
 Reale Bank

3 Phrasal verbs v. formal language

Phrasal verbs are often used in informal emails as well as spoken English. Look at the informal sentences below and match the underlined phrasal verbs to their formal synonyms on the next page.

1. It looks like we really need to do up the office.
2. Shelley is off at the end of the month.
3. Don't worry. I'll back you up during the meeting.
4. Good news. It looks like our application finally went through.
5. If sales keep dropping, we are very likely to go under.
6. I haven't got around to contacting the client yet. I'll do it first thing tomorrow.
7. I tried to call him several times but I couldn't get through.
8. I'm afraid I have to call off tomorrow's meeting.



5 Writing

Now write two formal and two informal emails from the topic lists below. Try to include words and expressions from this lesson. If you need to use more phrasal verbs in your informal emails, visit the link in Ex 6 and browse more lists.

Formal

1. You spoke to your supplier on the phone about changing the terms of delivery. Write an email to her confirming that you would like 20 days instead of 30 days.
2. Respond to a customer complaint about one of your products/services.
3. You are considering changing your supplier. Write an email to a potential supplier enquiring about the price and discount policy.
4. You want to arrange a meeting with a colleague from another branch. You attach a map showing where exactly your office is located.
5. You are interested in applying for a job advertised in an English language magazine, and you want to know more details.

Informal

1. You have to cancel your English lesson. Write an email to your English teacher.
2. You spoke to a colleague from another branch on the phone. He is going to visit your office tomorrow. Write him an email to confirm when you will be available to see him and when you are leaving the office.
3. Your friend wants to know about some local places to visit in your town. Write him an email.
4. You are going to an interesting party/exhibition. Write your friend an email to invite her.
5. You call a colleague to give her some information she wanted, but you are unable to make contact. Write to her instead and mention this in your email.

6 Further study - Phrasal verbs

There are hundreds of very common phrasal verbs used in spoken English and informal writing. Go to <http://linguahouse.com/r/1G> or scan the QR code with your mobile device to browse the LinguaHouse collection of English phrasal verbs. Use the Expemo flashcard application to learn them by heart.



1 Email vocabulary

1. g 2. b 3. e 4. a 5. c 6. f 7. d

2 Email language - Formal vs. Informal

I am writing to inform you that ... / Just to let you know that ...
 I am delighted to inform you that ... / Good news:
 Please find attached ... / I've attached ... / I'm attaching ... / Here is the ...
 I would like to remind you to ... / Don't forget to ...
 Would you please ...? / Can you ...?
 I look forward to seeing you on ... / See you on ...
 Dear John / Hi John
 How are you? / How are things?
 Following our telephone conversation on ..., / Just to follow up from our chat on ...,
 Kind regards / Rgds
 By the way / Btw
 ... is arriving / ... is on its way
 require / need
 rather interesting / pretty interesting
 discuss / talk about
 return / get back
 visit (our bank) / drop by

3 Phrasal verbs v. formal language

1. f 2. d 3. g 4. h 5. c 6. b 7. e 8. a

4 Rewrite the email

Students work individually and check in pairs. Write the model email below on the board and highlight the informal features. Point out other features of informal writing, e.g. use of contractions (We've been ...), informal synonyms ('sorry' instead of 'apologize'), omission of 'I'm' in 'Sorry for ...', etc.

*Hi Paul,
 Sorry for the late reply. We've been doing up our office this week.
 Anyway, good news: your application for a grant has gone through. I'm attaching the agreement.
 Can you drop by tomorrow so that we can sign the paperwork? I'm off at 5pm so please try to get here before then. And don't forget to bring with you all relevant company documents.
 Rgds,
 Karen*

5 Writing

This exercise could be set for homework. Encourage students to visit our website via the link in Ex 6 to learn more commonly-used phrasal verbs. To make the task more manageable, encourage them to use the Expemo flashcard application (www.linguahouse.com/expemo-overview) to learn the phrasal verbs by heart.

