

Aims: this exercise is to help you understand how different statuses in a company, for example boss to employee and employee to boss, are shown in writing. It would be rude to use the wrong language, for example, boss to employee language, when talking to someone of higher status than you.

Instructions: Read the e-mail and then answer the questions:

Questions

- A. Do you think Sally is senior, junior or approximately equal to David?
- B. Which parts of the text indicate this?
- C. Although it is not necessary for names to be included in an e-mail (since they are written at the top), Sally has done this. Why?
- D. Why has Sally used numbered points in this e-mail?
- E. What are the examples of informal language in the e-mail?

E-MAIL

From: S.Choi@customserv.CivilandCivic.com
To: D_Suen@personnel.CivilandCivic.com
Date: Monday, 19 March 2018
Re: Banning smoking

David
I'd like you to look into the health and safety issues relating to smoking in the company's office, specifically:

- 1. What are the current regulations regarding smoking in the workplace?
- 2. What are other companies like ours doing re. smoking?
- 3.
 - a. Can we introduce a ban on smoking in this company?
 - b. If we can, what procedure do we need to follow?

Could you please get back to me before next week's Senior Management meeting on Monday, 26 March 2018.

Cheers
Sally