**Warm up**: Discovery of the topic

**what is it about**? keywords

**expected outcome**: understand & write a professional email

1 Match the following expressions & then Read the emails and choose the correct expression.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | To face an issue | Annuler une réunion | 8 |
| 2 | To rely on somebody | Appelez-moi si nécessaire | 15 |
| 3 | To cope / deal with / handle a problem | Rappeler quelque chose à quelqu’un | 13 |
| 4 | To bring forward a meeting | Tenez-moi informée le plus vite possible ! | 18 |
| 5 | To meet a deadline | Dès que possible | 17 |
| 6 | To click on a link | Compter sur quelqu’un | 2 |
| 7 | To give you free rein | Mettre quelqu’un en copie | 14 |
| 8 | To cancel a meeting | Gérer un problème | 3 |
| 9 | To close a meeting | Donner carte blanche | 7 |
| 10 | As agreed | Gestion de crise | 16 |
| 11 | Pending issues | Terminer une réunion | 9 |
| 12 | To think out of the box | Tenir un délai | 5 |
| 13 | To remind someone of something | Avoir un problème | 1 |
| 14 | To cc someone | Faire prévue d’imagination = sortir du cadre | 12 |
| 15 | Give me a call if necessary | Les points en suspens | 11 |
| 16 | Crisis management | Avancer une réunion | 4 |
| 17 | ASAP | Comme convenu | 10 |
| 18 | Let me know quickly if possible at all! | Cliquer sur un lien | 6 |

E-MAIL COMPLETING

2 Complete the following emails with the words suggested

Email 1 ͢ Main / box / relying / rein / meet  
Hi Martin,   
I've talked to Steve who told me that you won't be able to \_\_meet\_\_\_\_\_ your deadline.  
You know that Kariboo is one of our \_\_main\_\_\_\_\_ customers: failure is simply out of question.  
I am \_\_relying\_\_\_\_\_ on you to solve these issues asap.  
I am giving you free \_\_\_rein\_\_\_\_. Just think out of the \_\_\_\_\_box\_\_!   
Regards,   
Jane.   
  
Email 2 ͢ broken / put / together / attached / feel   
Hi guys,   
You will find \_\_\_\_attached\_\_\_ a draft of the project due for next week's meeting.  
I've \_\_\_broken\_\_\_\_ the presentation down into 3 parts.  
Please \_\_\_feel\_\_\_\_ free to complete yours, and send it back to me before Friday.  
Once I have them, I will \_\_\_\_put\_\_\_ all the parts of the presentation \_\_\_together\_\_\_\_.   
Thanks,   
Isabelle.   
  
Email 3 ͢ click on / loose ends / minutes / link   
Dear Jane,   
I've put the \_\_\_minutes\_\_\_\_ of this morning's meeting on the server.  
To access it, please \_\_\_click on\_\_\_\_ this \_\_\_\_link\_\_\_: (Z/Documents/Kariboo/Project). Could you please have a look at them?  
I would like to make sure that I've tied up all \_\_\_loose ends\_\_\_\_ before I send them?   
Thanks,   
David.   
  
Email 4 ͢ deadlines / facing / crisis / afraid   
Hi Steve,   
We are currently \_\_\_facing\_\_\_\_ issues with the Kariboo project and I'm \_\_\_afraid\_\_\_\_ that we won't be able to meet the \_\_\_\_deadline\_\_\_. Could we plan a \_\_\_\_crisis\_\_\_ meeting by the end of the week?   
Thank you for your help,   
Laura.

Email 5 ͢ trouble / suggestion / number / agreed / version   
Dear Tim,

As \_\_agreed\_\_\_\_\_, I've sent you the presentation we built for the meeting.  
Do not hesitate to modify it if necessary. Any \_\_\_suggestions\_\_\_\_ is welcome.  
I am sure that you will have some comments to add. Please send me the final \_\_\_version\_\_\_\_ of the presentation before Friday.  
Take my \_\_\_\_number\_\_\_ down from my email signature and give me a call if you have any \_\_\_\_trouble\_\_\_.

Regards,   
Laura.

Email 6 ͢ copied / helps / regards / free / list / discuss / spreadsheet   
Hi Isabelle,

I've made a \_\_list\_\_\_\_\_ of all the customers' names we need to contact.  
Please feel \_\_\_\_free\_\_\_ to complete it (\_spreadsheet\_attached).  
We will \_\_\_discuss\_\_\_\_ our proposal during our weekly conference call next Thursday.  
Hope it \_\_\_helps\_\_\_\_.  
Kind \_\_\_regards\_\_\_\_,   
Sarah.  
  
PS: I have \_\_copied\_\_\_\_\_ Julie on this email to keep her informed about our work.  
*Often abbreviated: cc'd*  
  
Email 7 ͢ rather / convenient / data / think / attached   
Hi Sarah,

Please find \_\_\_attached\_\_\_\_ your file that I've completed with my customer \_\_\_data\_\_\_\_.  
By the way, I've sorted it by name \_\_\_\_rather\_\_\_ than date because I think it is more \_\_\_convenient\_\_\_\_.  
Let me know what you \_\_\_\_think\_\_\_.

Regards,   
Isabelle.

Email 8 ͢ current / status / asap / remind / pending

Hi Peter,  
Could you please tell me the \_\_current status\_\_\_ on your tasks \_\_\_asap\_\_\_\_\_\_? I expected them last week. I \_\_\_\_remind\_\_\_\_ you we must tie up all loose ends by next Monday. You will find attached the list of \_\_\_\_\_pending\_\_\_\_ issues.  
Thank you for your feedback,  
  
Thank you,  
Arthur.