**BUSINESS COMMUNICATION**

**AN INTRODUCTION TO** **E-MAILS**

**Read the text paying attention to the words or groups of words in colour!**

**Check vocabulary & grammar, then check your comprehension!**

**From**: jenny.ellis@yahoo.com

**To**: tony-watson@gmail.com

**Sent**: Tuesday, April 21 2017

**Re**: a/w

Hi Tony,

Thanks for sending through that a/w so quickly. Just one problem – I couldn't open the attachment. I'm not sure why. My inbox is virtually empty, so there's plenty of room, and the attachment limit is 20mb, so there's no problem there. Perhaps there was a glitch somewhere.

Anyway, rather than training to figure out what went wrong, could you just send it again?

Did we discuss file format? I don't know much about tiffs, jpeg etc, but I meant to tell you that if you have any queries on this, you could get in touch with Steve, our designer. His email address is steve@stevegreendesign.co.uk.

One other thing. When you resend me the a/w, could you cc it to Angela? I've asked her to have a quick look at it before we put it in the brochure.

I'm looking forward very much to seeing those pics – fingers crossed that they'll come through OK this time. However, if I still can't download them, I'll ask you to put them on a usb key and mail them.

Do not hesitate to call me if you need to.

Regards,

Jenny

**A. Find words or expressions in the email which mean the same as the phrases below.**

1. Artwork : a/w

2. A small technical problem : glitch

3. Type of file : format

4. Questions about this : queries on this

5. Send again : resend

6. Email a copy to : cc

7. Communicate with : get in touch

8. with luck… : fingers crossed

**E-mail reply: Complete the reply to the previous e-mail.**

**Make sure you can tell the difference between a name, verb, adjective, etc….!**

~~Sizes~~ / ~~regards~~ / ~~provider~~ / ~~files~~ / attaching / ~~versions~~ / ~~reformat~~ / ~~check~~ / connection / ~~know~~

**From**: [tony-watson@gmail.com](mailto:tony-watson@gmail.com)

**To**: [jenny.ellis@yahoo.com](mailto:jenny.ellis@yahoo.com)

**Sent**: Tuesday, April 21st 2017

**Rere**: a/w

**Att: a/w files**

**Dear** **Jenny**,

**As requested, I’m attaching the a/w files again.**

**The technical problems you’ve been experiencing may be due to your email provider. I have to say I’ve never heard of Whoopydudu.com. You might be better off switching to one of the big names such as Gmail or Yahoo.**

**Regarding file formats, TIFFs should be OK. If necessary, your designer will be able to reformat them very easily, but in my experience most designers have no problem working with TIFFs.**

**As the file sizes are quite large, and I understand that Angela only has a dial-up connexion, I’ve sent her low-res versions to look at. I hope that will be ok. They should be clear enough.**

**I’m just about to go on holiday, so if you need me to send these files on the cloud, please let me know by Friday afternoon. I probably won’t get the opportunity to check my email while I’m away, but if anything arises that won’t keep, my assistant Trevor may be able to deal with it.**

**Best regards**

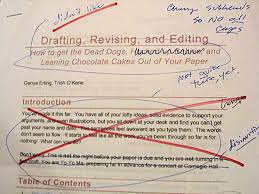
**Tony**

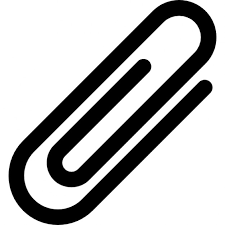
**1/ vocabulary**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Nouns** | **English** | **Verbs** | **English** | **Other** | **English** |
|  |  | Changer |  | Assez |  |
|  |  | Gérer |  | Concernant |  |
|  |  | Survenir |  | La plupart |  |
|  |  | Tenir informé |  | Urgent |  |

**Now Label the pictures!**

|  |
| --- |
| **Attachment / contacts / deleted items / drafts / forward / high priority / inbox / outbox / reply / reply to all / sent items / subject** |

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**How to write an** **E-MAIL**

|  |  |
| --- | --- |
| **Layout** | Sender: From  Recipient: To  Reason for writing: Subject / Re: (reply)  Docs, photos, videos, et cetera: Attachment |
| **Salutation** | Formal : Dear XXXX  Informal : Hello XXX  If you know the name of the receiver: Dear Mr XXX, Ms XXX  If you don’t know the name of the receiver: Dear Sir / Lady  If you don’t know if it’s a man or a woman: Dear Sir or Madam |
| **Opening sentences** | I’m writing to you **to** inform / to confirm ….  I’m writing to you **about** your computer problem.  I’m contacting you ….  I’m emailing you …. |
| **Replies** | Thank you for your quick answer!  Thanks for your availability!  Thank you in advance for …. |
| **Requests** | I would be very grateful if you could….  Could you please …? |
| **Follow-up** | Further to your last email……  Following your last email….  As requested …. |
| **Attachments** | Please find attached the price list.  You will find attached the instructions guide.  I attached all the documents you need.  I am attaching all the documents you need. |
| **More information** | Do not hesitate to contact me if you need more information.  Feel free to contact me in case you need further information. |
| **Polite Ending** | I look forward to hearing from you. (je suis impatient, dans l’attente de)  Looking forward to meeting you soon. |
| **Closing** | Regards  Best regards  Kind regards |

Vous cherchez un stage et envoyez votre candidature au directeur du personnel.

**Rédigez un mail en anglais pour accompagner votre CV en respectant les consignes suivantes :**

# Write an email

# Vous êtes Agnes Dent ([agnes-dent@gmail.com](mailto:agnes-dent@gmail.com)). Vous envoyez un courriel à Juan Villa ([Juan\_villa@Bestproducts.co.cuk](mailto:Juan_villa@Bestproducts.co.cuk)) au sujet de la conversation téléphonique de la veille.

Suite à cette conversation, vous lui écrivez pour apporter plus de précisions sur votre nouvelle gamme de logiciels disponibles. Vous ajoutez en pièces jointes un catalogue et une grille tarifaire. Vous précisez également que vous avez une offre promotionnelle en cours, c'est à dire que si elle commande avant demain, vous lui offrez une réduction supplémentaire de 10 % sur la commande totale. Vous mettez en pièces jointes un questionnaire sur leurs habitudes et leur demander de bien vouloir le compléter afin de mieux identifier leurs besoins.

Vous lui indiquer de cliquer sur le lien ci-dessous :

[www.bestproducts.com](http://www.bestproducts.com)

Qu'elle n'hésite pas à vous contacter si elle a besoin de renseignements complémentaires.

N'oubliez pas les formules de politesse d'usage !