

Workshop: Email (Follow-up)

1: Vocabulary, common phrases and examples

- <https://www.usingenglish.com/articles/100-most-useful-emailing-phrases.html>
- <http://www.blairenglish.com/exercises/emails/exercises/formal-writing-vocabulary-list/formal-writing-vocabulary-list.html>
- <http://www.blairenglish.com/exercises/emails/exercises/business-email-examples/business-email-examples.html>

2a: Formal Email Example

Dear Mr Jones,

I am writing to enquire about your language courses in the summer. I am a university student studying to become a translator.

I would like to know whether your school offers courses specifically for university level students as I would like to study techniques for essay writing in English. Could you also tell me how many hours of lessons there are per week?

With regards to accommodation, do you only provide homestay-style lodgings or are there any other possible alternatives? I feel I would prefer to stay in shared accommodation with self-catering facilities.

Finally, I was wondering if any extra-curricular activities such as lectures or excursions are offered at your school. If so, are these included in the price, or at an additional cost?

I would be grateful for any information you can give me and I look forward to hearing from you soon.

Yours sincerely,
Jaana Nikkinen

2b: Semi-formal Email Example

Dear Mr Jones,

I'm a university student from Finland and I'm writing to get some information about your language courses this summer. I've got a few questions:

1. Do you do a course for university students, which helps them with their essay writing skills?
2. How many hours a week are the courses?
3. What sort of accommodation do you offer?
4. What after-school activities are there?
5. Do you do any trips to other towns in the UK?

I'm hoping to come over in June, so if you can get back to me as soon as possible, it would be great. Thanks for your help.

Best regards,

Jaana Nikkinen

This email contains all the same information as the email in 2a. However, the **word choice and formatting** is simpler and more direct.

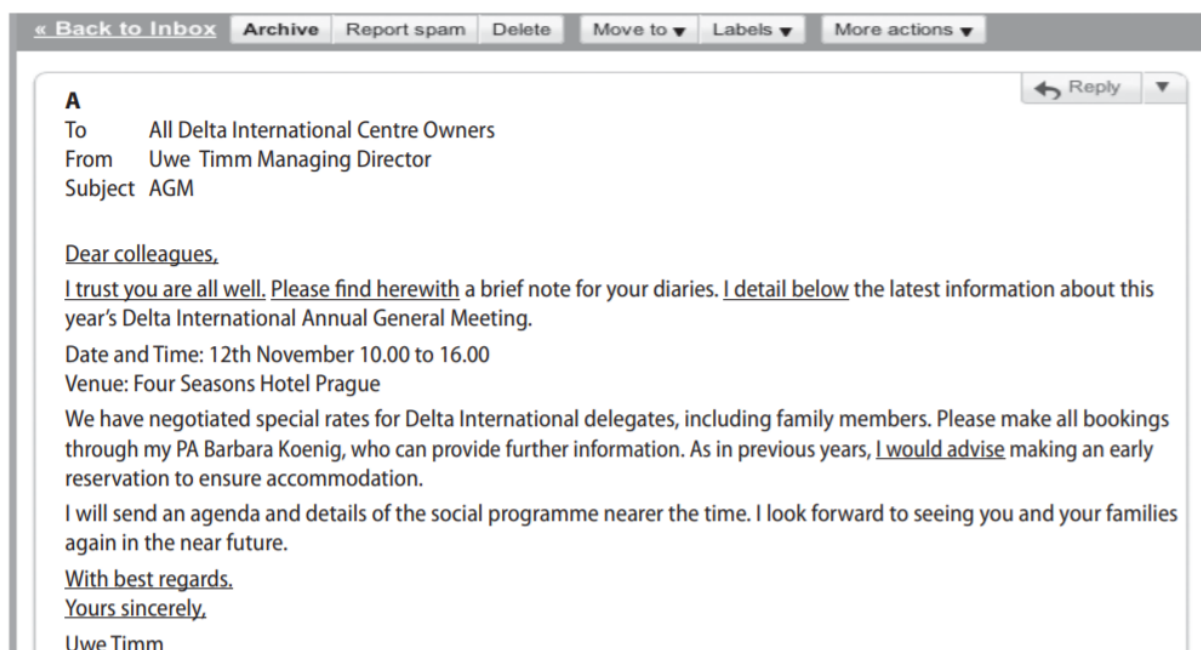
We can still describe this email as **semi-formal** (and not informal). Even though the language is somewhat informal, the text is **well-organized** and the request for information is **clear and polite**.

3: Recognizing formal and informal emails and phrases

1. Which of the following emails is the *most* formal and which is the *most* informal?
2. Which of the underlined words and phrases are formal and which are informal?

Two of the following emails are ***semi-formal***. They are ***polite and professional*** but are ***simpler and more direct*** than a formal email. This is the ideal style for internal business emails.

A few of the underlined phrases could be used in both formal and informal emails. Most, however, are either formal or informal.



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B Reply ▼

To jtidman@deltainternational.co.uk
From Tombuddell-25@yahoo.com
Subject Software Training

Dear Jenny,

It was good to speak the other day. I think we covered a lot of ground in a short time. As discussed, I and one of our engineers will lead the training day for your designers using our new publishing software. I'll send copies of the software next week with some initial tasks for the designers to try out before the day. I look forward to seeing you on the 15th July.

Best wishes,

Tom Buddell, Softecco

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C Reply ▼

To jtidman@deltainternational.co.uk
From Uwe Timm <uwe_timm@deltainternational.de>
Subject Appraisal meeting
Attachment Appraisal document

Hello Jenny,

I finally got round to writing to you. Sorry for the long delay. I have really been snowed under over the last few days. Anyway, better late than never! OK, down to business.

Can you send me a summary of objectives you have achieved over the last year for our meeting next week, plus any areas you've identified for your own training needs? I've attached a copy of the appraisal document for your perusal.

See you on Thursday.

Cheers for now,

Uwe

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D Reply ▼

To Uwe Timm
From jtidman@deltainternational.co.uk
Subject Brainstorming meeting
Attachment Competitors' websites

Hi Uwe,

I'm looking forward to our meeting next week. I'm pleased that we've set aside time to discuss the website. Please find attached a list of the features of some of our competitors. I thought it would be a good starting point for our brainstorming meeting.

All the best,

Jenny