

'Look forward

Put the phrases

Feedback

×

Total score is 5 out of 5 (100%)

I ✓

look ✓

forward ✓

to ✓

receiving ✓

your ✓

reply ✓

as soon as ✓

possible. ✓

<

>

Show answers

Show feedback

Try again

'Look forward to hearing from you soon'

Complete the email

Feedback



Total score is 4 out of 4 (100%)

Hello Hiroshi,

I can phone you on Thursday at 10:30 am. Can you let me know if that is convenient, please?

I look forward to hearing from you soon ✓

Regards, Jack



Show answers

Show feedback

Try again



Endings

Feedback

×

Total score is 12 out of 12 (100%)

Which phrases a

- ☒ Regards,

☒ Cheers,
- ☐ Hi again,
- ☒ Rgds,

☒ Bye for now,
- ☐ CC
- ☒ With best wishes,

☒ See you soon,
- ☐ How are you?



Task 1

match them to the descriptions of the emails below.

Feedback

✕

Total score is 4 out of 4 (100%)

Hairuddin emailed all the maths teachers at his school about some training.

Morning everyone, Just thought you might be interested to know that ... ✓

Hairuddin wrote to his friend about their plans to play football at the weekend.

Hi there Rahim, Hope you're well. Might be a bit late on Saturday ... ✓

Hairuddin sent an email asking for more information about a conference. He did not know the name of the person who will read his email.

Dear Sir or Madam, Could you please send me ... ✓

Hairuddin emailed a man called Norozan Bakar, the father of a pupil at the school. He wanted to know why Mr Bakar's son was absent from school.

Dear Mr Bakar, I am writing to you because I am worried that ... ✓

Understand

Look at the inbox

Feedback



Total score is 6 out of 6 (100%)

When did Ali Al-Habsi send you emails?

- ☐ Monday and Tuesday
- ☐ Tuesday and Wednesday
- ☒ Monday and Wednesday



Show answers

Show feedback

Try again

Make your list

Read the article

Feedback



Total score is 7 out of 7 (100%)

Don't worry – just save it under (7) and finish it later!

☐ Deleted

☐ Junk email

☒ Drafts ✓



Show answers

Show feedback

Try again

Task 1



Match the definitions with the places.

Feedback

×

Total score is 7 out of 7 (100%)

Places to keep your emails so that you can easily find them

Folders or tags with names you decide ✓

Emails you do not want to keep

Deleted items ✓

Adverts and emails from addresses you do not know

Junk email ✓

Email addresses of the people you know

Contacts ✓

Usually the first place emails arrive

Inbox ✓

The emails you have sent to people

Sent items ✓

Emails you have started writing but not sent

Drafts ✓



Responding

You can use your

Feedback



these things?

Total score is 5 out of 5 (100%)

Open the attachment

New proposal.rtf



Write only to Samir

Reply



Put the email in your rubbish bin and not keep it

Delete



Send the email to another person who has not received it

Forward



Send an email to Samir, the Sales Team, Hatem and Patricia

Reply to all



Show answers

Show feedback

Try again

Starting an email

You've received 4 questions

Feedback



Total score is 4 out of 4 (100%)

Who has received the email?

- ☐ only you
- ☐ you and everyone in the Sales Team
- ☒ you, everyone in the Sales Team, Hatem Trabelsi and Patricia Bartlett



Show answers

Show feedback

Try again



Things you can do

Complete the sentences

Feedback



Total score is 6 out of 6 (100%)

Hello Andy,

My computer is very slow this morning. I'm going through my inbox, but it's taking about one minute just to
every email. And attachments are even slower. What can I do?

open ✓

Regards,

Atul



Show answers

Show feedback

Try again



Things you can do with email

Complete the sentences

Feedback



Total score is 6 out of 6 (100%)

- 1. You can **send ✓** an email to one or more people.
- 2. When you get an email, you must **open ✓** it before you can read it.
- 3. With your email, you can include an **attachment ✓** (like a photo or document).
- 4. If you do not want to keep an old email, you can **delete ✓** it.
- 5. You can include a **link ✓** to a website in your email.
- 6. If you are sending someone an email, and you want your manager to see it as well, you can **CC ✓** your manager.

Show answers

Show feedback

Try again