

Writing Emails

Task 1: Watch the video and complete the statements below with the correct answer: Videolink: <https://playout.3qsdn.com/bef42118-d183-11ea-b206-0cc47a188158>

1 Martin is giving tips about how to write .

a private and business letters
b business letters and emails
c private letters and emails

2 An exclamation mark is used in the salutation of an email or letter.
a never b sometimes c always

3 When writing to an unknown person, the correct salutation is .

a Dear Sir or Madam
b Dear Sir, dear madam
c Dear Sirs and Madams

4 After the salutation, the body of the letter or email .

a sometimes starts with a small letter
b sometimes starts with a capital letter
c always starts with a capital letter

5 Salutations start with Dear.
a never b always c often

6 If you don't know whether a woman is married or not, it's best to address her as .

a Mrs b Ms c Miss

7 If the salutation is *Dear Sir or Madam*, the letter or email finishes with .


a Yours faithfully
b Best wishes
c Yours sincerely

8 *Best wishes*, *Best regards* and *All the best* are used when writing to people .

a you don't know
b you have regular contact with
c for the first time

9 The correct phrase when dealing with a complaint is: *We sincerely apologize for any caused.*

a inconvenient
b convenience
c inconvenience



Task 2: Use information from the video to correct the body of the email below. There are ten mistakes.

To: Judith Miles <judith.miles@go-faster-stickers.bxt>
Cc: Hartmut Bonrath, Managing Director <h.bonrath@auto-dietz.gmbh.ger>
Subject: Order no. 2226 for 1,000 VFC stickers dated 26 June 20..
From: tanja.schulz@auto-dietz.gmbh.ger **Attachment(s):**

Hi Mr Miles!

we received the above-mentioned order this morning but I'm afraid we aren't satisfied with the stickers.

They're sub-standard and therefore we can't sell them. This has caused our customers considerable convenience.

We look forward to receiving your comments on this matter without delay.

Yours faithfully

Tanja Schulz
Purchasing Department
Auto Dietz GmbH

Writing Emails

Task 3: Summarize in Germany the main differences between informal and formal emails.

Informal email (see example opposite)

1 Salutation

The salutation can also be 'Hi/Hello' or simply 'Fiona'. If you are writing an email to lots of people, you can also use 'Dear All'.

2 Body of the email

Start the body of the email with a capital letter.

3 Complimentary close

A complimentary close is not necessary but can be included. Common forms are also 'Bye / See you soon / Talk soon / Have a nice day'.

Formal email (see example opposite)

1 Copy/cc (= carbon copy)

Email addresses entered here can be seen by all recipients.

2 Blind copy / Bcc

Email addresses entered here cannot be seen by the other recipients.

3 Subject

Make sure the subject box clearly shows what the email is about.

4/6 Salutation

The salutation is linked to the complimentary close (6). Use 'Dear Mr/Ms (+ name)' and sign off with 'Yours sincerely' in formal emails. If you know the recipient well, use first names and sign off with 'Best wishes' or 'Best regards'. (See page 92.)

5 Body of the email

Start the body of the email with a capital letter. Refer to any attachments to the email. Finish with a polite phrase.

7 Name


Always use your full name.

8 Position / Name of company

State your position or department and the name of your company.

Leave a free line for each dot (•).

Informal email

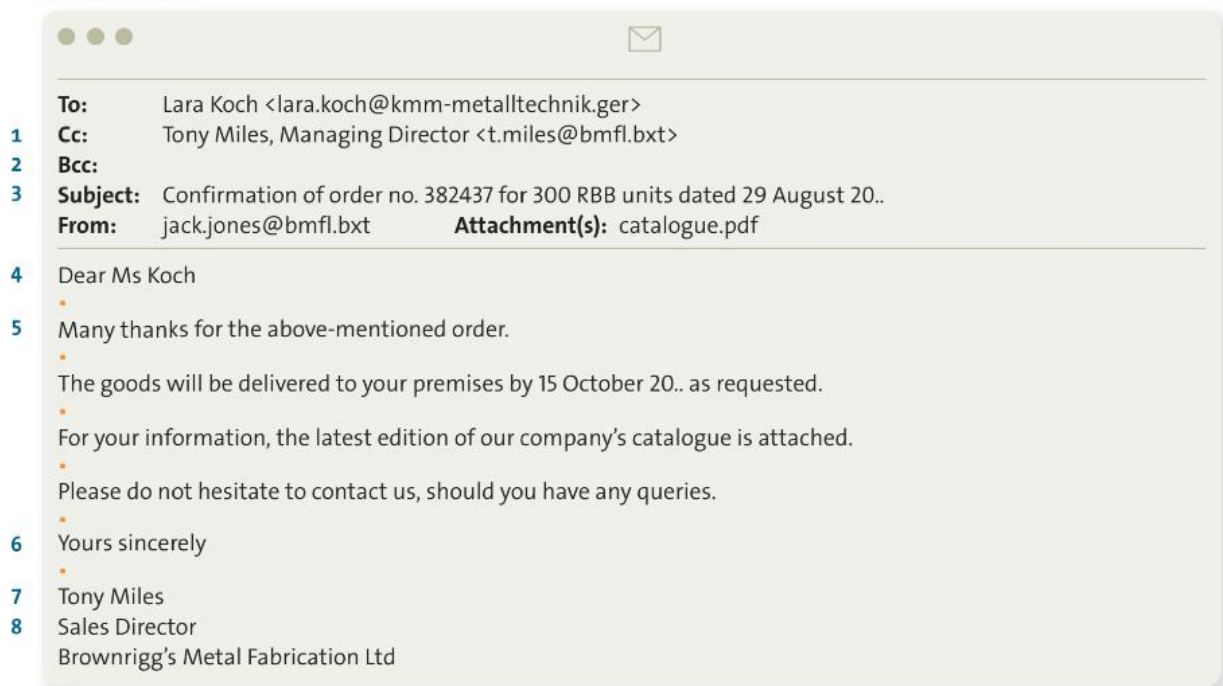
● ● ● 

To: fiona.jones@printgold.bxt
Copy:
Subject: Sales figures
From: jill.cooper@printgold.bxt **Attachment(s):** sales.zip

- 1 Hi Fiona
•
 - 2 Here are the figures you asked me for.
•
 - 3 Talk soon
•
- Jill

Writing Emails

Formal email



Task 4: Use the information below to write the layout of the following emails:

| | |
|---|--|
| <p>1. You work for BPG Inform in Dortmund. You send an informal email to your Irish colleague, Fergus (fergus.nolan@BPG-trading.ie) about a sales conference and attach a file (conference.pdf). Your email address is: firstname.surname@BPG-trading.de. Include the first word of the body of the email. Finish with a friendly complimentary close.</p> | <p>2. You work in the Sales Department at AIX-Info GmbH in Aachen (email: firstname.surname@AIX-info.de). You send a formal email to a new customer, Carol Brown (carol.brown@informatique.bxt) about an offer for network devices for their office. You attach a file (special_offer.pdf) and send a copy your email to your boss, Kevin Hahn (kevin.hanh@AIX-info.de). Include the first word of the body of the email. Finish your email with a polite phrase and a complimentary close.</p> |
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