STARTING AND FINISHING EMAILS
LESSON 14 - 4º BIMESTRE

DOMINAR AS FERRAMENTAS DE PRODUÇÃO DE TEXTOS EM QUALQUER CONTEXTO, AMPLIFICAR A INTERDISCIPLINARIEDADE, PERMITINDO COMPARAÇÃO, REFLEXÃO E ANÁLISE CRÍTICA

ORGANIZADOR: PROF. RONALDO PERICINOTTI

PARA O ALUNO (TRABALHANDO SEM O PROFESSOR)

CARO ALUNO,

Bem-vindo ao nosso curso de língua portuguesa Antes de tudo, seremos intelectualmente honestos. O ensino de qualquer disciplina não se encerra apenas em nomenclaturas, fórmulas ou regras. O caminho que está à nossa frente, não será eventualmente fácil. Sim, Sua participação é determinante no trajeto de aprendizado. Portanto, sempre que necessário, faça perguntas, treine autonomia e não perca nenhuma oportunidade de aprofundar seus conhecimentos. As aulas serão identificadas por tópicos, propondo a sua autonomia. Por esse motivo, faça suas anotações, pense, encontre soluções criativas e não fique satisfeito com o capital intelectual puramente elementar. Na seção "Para saber mais", estarão filmes, jogos, séries, músicas e todas as dicas possíveis para amplificar o conhecimento. Faça todos os exercícios recomendados ao final de cada aula. Pergunte sempre que julgar oportuno, pois afinal, entrar em aula com dúvida pode. Sair, não pode.

Obrigado

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(fonte: Freepik)

Email addresses

Email addresses are essential in business – do you know how to say them correctly?

Email addresses

Every email address contains this sign: @ . Here are some email addresses:

bob@yahoo.bh
jeffery.amherst@britishcouncil.org
reservations@beachhotelbern.com

As you can see, Bob uses his first name only in his email address: **bob@yahoo.bh**. Jeffery Amherst uses his first name and surname in his email address: **jeffery.amherst@britishcouncil.org**. The address **reservations@beachhotelbern.com** gives the name of the department (Reservations), but not the name of the person.

Saying email addresses

When you say an email address:

- remember that **@** is pronounced 'at' and **.** is pronounced 'dot'. **reservations@beachhotelbern.com** is 'reservations at beach hotel bern dot com'
- sometimes there is a **.** in the person's name. **jeffery.amherst@britishcouncil.org** is 'jeffery dot amherst at british council dot org'
- _ in an email address is called 'underscore'. **teaching_ job@english_academy.id** is 'teaching underscore job at English underscore academy dot I D'.

Note that it is not necessary to use capital **J** and **A** in Jeffery Amherst's email address. People sometimes write email addresses with capital initial letters (Jeffery.Amherst@britishcouncil.org). Sometimes it is all in capitals (JEFFERY.AMHERST@BRITISHCOUNCIL.ORG). However, most people write email addresses without capital letters (jeffery.amherst@britishcouncil.org).

Address books

Email addresses appear in alphabetical order (A–Z). When names start with the same letter, look at the second letter. Here, all the names begin with **F**, but the second letters are: **e i r u**. These are in alphabetical order.

Name	Email address
Fellah	fellah@bqbaccounting.com

Fida	fhussein@arabianairways.org
Fred Aston	fred99@astoncity.biz
Fudail H	fudailh@aglant.net

Domain names

Email addresses often include the name of the country that the address is from. This is the final two letters of the address. Here are some examples:

.af	Afghanistan
.id	Indonesia
.ma	Morocco

.se	Sweden
.uy	Uruguay

Sending and receiving emails

Learn how to talk about the different parts of an email in English.

Sending and receiving emails

Read the email below and then do the tasks. Task 3 asks you questions about the email below.

Starting an email

Reply | Reply to all | Forward | Delete

From: Samir
To: Sales Team
CC: Hatem Trabelsi; Patricia Bartlett
Subject: RE: Meeting next week
Attachments: New proposal.rtf (376KB)

Hello Sales Team,

I've got an idea for next week – see the attached file. I'd like to hear what you think about my suggestion.

I think Hatem and Patricia may be interested, so I've copied them in too. Let's talk more at the meeting next week.

Regards, Samir

Organising your emails

You've got mail! Learn how to talk about the different parts of an email program.

Organise your emails – Save time and make life easier!!!

Most emails that you get go straight to your (1). This is where you decide which emails to read and which to delete. But if your server doesn't recognise the address of a sender, it will probably put the email in the (2) mail folder. This is where all those annoying adverts usually go. But sometimes good emails go there too, so remember to check from time to time.

Do you ever worry because you just deleted an email by mistake? Don't worry – just look in the (3) folder. It's probably still there.

Sometimes it can be difficult to find an old email. So why not put them into (4) to make them easy to find? You can do this for any emails you wrote too – you can find them in (5).

Some people keep hundreds of business cards with people's email address and phone number. You don't need to do this – use your (6) as an address book, and it can store all these details for you.

Have you ever found it difficult to finish writing an email? Don't worry – just save it under (7) and finish it later!

		From	Subject	Received
✉	📎	**Samir**	**RE: Meeting next week**	**Today 9:21 AM**
✉	📎	**Tomoko Nakahata**	**training course**	**Today 9:03 AM**
✉	📎	**Hashim Saleh**	**Are you free for lunch tomorrow?**	**Wednesday 7:12 PM**
		Patricia Bartlett	RE: Meeting next week	Wednesday 4:18 PM
		Ali Al-Habsi	FW: payment received	Wednesday 11:45 AM
	📎	Hatem Trabelsi	Meeting next week	Wednesday 9:03 AM
		Youssef Zouaoui	air conditioning in meeting room 32A	Tuesday 4:23 PM
		IT Helpdesk	RE: Computer problem	Tuesday 2:05 PM
	📎	Tomoko Nakahata	minutes from last week's meeting	Tuesday 11:02 AM
	📎	Ali Al-Habsi	Sorry – here's the attachment!	Monday 6:49 PM

Understanding your inbox

How should you begin and finish an email message to someone you don't know? Find out here!

Starting and finishing emails

Here are some important points to consider when starting and finishing an email.

Formal or informal?

We write a formal email when we want to be polite, or when we do not know the reader very well. A lot of work emails are formal.

We write informal emails when we want to be friendly, or when we know the reader well. A lot of social emails are informal.

Here are some examples of formal and informal messages:

Formal	Informal
An email to a customer A job application An email to your manager A complaint to a shop An email from one company to another company	A birthday greeting to a colleague An email to a colleague who is also a good friend A social invitation to a friend at your workplace An email with a link to a funny YouTube clip A message to a friend on a social networking site

Before you start writing an email, decide if you want to write a formal email or an informal one.

Layout and punctuation

Starting an email: We normally write a comma after the opening phrase. We start a new line after the name of the person we're writing to.

Finishing an email: We normally write a comma after the closing phrase. We start a new line to write our name at the end.

Formal	Informal
Dear Mr Piper, I am writing to thank you for all your help. I look forward to seeing you next week. With best wishes, John Smith	Hi Tim, Many thanks for your help. See you next week. Cheers, John

Phrases for starting and finishing

Here are some phrases which we use for starting and finishing emails. We use these in formal and informal emails:

Starting phrases	Dear Tim, Good morning Tim,
Ending phrases	Regards, With best wishes, With many thanks and best wishes,

You also need to know which phrases to use **only** in a formal email or an informal one:

	Formal	Informal
Starting phrases	Dear Mr Piper, Dear Sir or Madam,	Hi Tim, Hi there Tim, Morning/Afternoon/Evening Tim, Hello again Tim,
Ending phrases	Yours sincerely, Yours faithfully, Yours truly,	Rgds, Cheers, Bye for now, See you soon,

Making arrangements

Need to organise something? In this unit, you can practise common phrases used to make plans by email.

Think about these points when the purpose of your email is to make an arrangement.

Useful questions

Here are some typical questions used for making arrangements:

- **Are you free** next Tuesday afternoon?

- **What time** would you like to meet?
- **When** would be convenient for you?
- **Could you please let me know**?

Expressions of time

Use **on** with days: Could we meet <u>on</u> Monday?

Use **in** with months, years and other expressions: I'm going to visit my grandparents <u>in</u> October.

Use **at** with times and other expressions: Could you please call me <u>at</u> 3pm?

Use **next** to refer to future times: I hope we can meet again <u>next</u> week.

Use **when** to start a future time clause: Let's meet again <u>when</u> it is convenient.

Tenses

To speak about a **timetable**, use the present simple:

Next term <u>runs</u> from 1 September until 16 December.

To speak about a **future arrangement**, use the present continuous: Mr Toshiko <u>is coming</u> to our next meeting.

To speak about a **plan**, use 'be going to': Next term we <u>are going to</u> learn about pollution.

See the <u>talking about the future</u> page for more practice.

Tenses in complex sentences about the future

Use the present simple after **when**, **if** and **next time** in <u>future time clauses</u>:

- I will call you <u>when</u> I **get** to the station.
- I'm going to work with my dad <u>when</u> I **finish** school.
- Let's go for a walk <u>if</u> the weather **is** good.
- Will you visit the Eiffel Tower <u>next time</u> you **are** in Paris?

Enquiries

Where can you practise the ways we ask questions in emails? Here, of course!

Consider these things when writing questions.

Subject questions

These questions are about the subject of a sentence:

- Who takes you to school?
- Where is your favourite place?
- What annoys you the most?
- When is convenient?

Do not add the auxiliary verb 'do' ('do', 'does', 'did'): Who takes you ...? **not** Who does take you ...?

Yes/no questions

These questions usually only need a short answer like 'yes'/'yes, of course' or 'no'/ 'no, I'm sorry'.

- Are you ready?
- Is that convenient?
- Do you remember me?
- Can you send me the report, please?

Use the auxiliary verb before the subject: Do you remember ...? **not** You do remember ...?

Object questions

These questions are about the object of a sentence:

- Where do you want to meet?
- Who did you invite to the meeting?
- Why couldn't you go?
- How much is this going to cost?

Remember to use an auxiliary verb ('do', 'did', 'have', 'can', etc.): Where do you want to meet? **not** Where you want to meet?

'Let me know'

When you ask about something in an email, you can use this phrase. It shows that you want to get an answer.

- Are you coming to the party on Saturday? Could you **let me know**? Thanks…
- I would like to attend the training next Tuesday. Please can you **let me know** the start time?

Organising your writing

Make your emails clear and easy to understand by properly organising them.

The people you write to will understand well-organised emails much more easily.

Writer purpose

When you write an email, you need to make clear why you are writing. You can do this by using the phrase 'I am writing to (+ verb)' at the start of your email. Here are some examples:

I am writing to	ask for further details about ... inform you that my new address is … complain about your customer service. say thank you very much for all your hard work. apply for the job as Teacher of Maths at your school.

Paragraphs

- Emails are easier to read if the writer uses paragraphs.
- A paragraph in an email is often two or three sentences long.
- Each paragraph starts on a new line.
- When you start writing about a new topic, you can start a new paragraph.

Look at this example email to a friend.

Paragraph 1	Hello Dmitri,

Greeting	How is life? I haven't seen you for a long time. How are your children?
Paragraph 2 Reason for writing	I'm writing with some good news – my wife is having a baby next month. We think it's going to be a girl, and we're very excited. But I also wanted to ask you something!
Paragraph 3 Request	You told me you have lots of baby clothes. Do you think I could borrow some for my baby? I've looked in the shops, and new baby clothes are so expensive … Could you let me know if this is OK?
Paragraph 4 Other News	By the way, I've also started a new job. It's going really well!
Paragraph 5 'look forward to' and ending	Anyway, I look forward to hearing from you soon. Give my best wishes to your wife and family. Regards, George

Proofreading

Spelling errors make a poor impression! Learn about some common mistakes to avoid.

Proofreading

When you write quickly, it is easy to make mistakes. Always check your email carefully before you send it. It is a good idea to keep a list of words you have spelled wrongly in the past. Use this list to check that you have spelled them correctly.

Also, use your computer's spell checker if you can. This will automatically correct spellings for you. Finally, here are a few other things to check for.

Words with similar sounds

Some words sound the same in English but have different spelling:

*~~Their~~ not *~~hear~~ yet. > <u>They're</u> not <u>here</u> yet.
*~~Wear~~ do you want to *~~meat~~? > <u>Where</u> do you want to <u>meet</u>?

Short words

These are easy to spell, but they are also easy to spell incorrectly. Short words are the ones we type most quickly. It's easy to type some of the letters in the wrong order.

a lot *~~fo~~ mistakes > <u>of</u>
Thank you *~~fro~~ your letter > <u>for</u>
at *~~hte~~ meeting > <u>the</u>

Silent letters

Many words that are common in emails have silent letters. Here are some examples (the silent letters are underlined):

<u>k</u>now <u>w</u>rite <u>wr</u>ong forwar<u>d</u> thou<u>gh</u>t ri<u>gh</u>t int<u>e</u>resting We<u>d</u>n<u>e</u>sday By<u>e</u>

Grammar: subject/verb agreement

You should always check that you have used the right verb in the right form. A common mistake is to forget the -s in the 3rd person singular (he/she/it).

The training *~~start~~ at 9 a.m. > <u>starts</u>
My plane *~~leave~~ at 4.35. > <u>leaves</u>
How long *~~do~~ it take? > <u>does</u>
How many times *~~have~~ he been here? > <u>has</u>

Punctuation

Remember to start every sentence with a capital letter, and to use a capital letter for place names, days, months, names, etc.

<u>W</u>e will be in <u>N</u>ewcastle with <u>M</u>rs <u>H</u>amilton on <u>M</u>arch the 4th, in <u>M</u>anchester with <u>D</u>r <u>K</u>assu on <u>T</u>uesday the 5th, and <u>B</u>irmingham with <u>A</u>ndrea <u>E</u>ste on the <u>T</u>hursday.

We usually use commas when opening and closing emails, use a full stop at the end of a sentence and a capital letter at the start of a sentence. An exclamation mark (!) is OK in a friendly email, but it's better not to use them in formal emails.

Hi Mark,
Thank you very much for all your help this week. You must be glad it's the weekend!

With best regards,
Pattie

Email etiquette

Don't be rude! Be sure to follow these fundamental rules on what to write and what not to write in your emails.

Email dos and don'ts

A lot of people still have problems writing emails. I should know – I receive badly written emails every day! So I hope these suggestions will help.

Rule 1:

Always check you've got the right name in the 'To' box. And make sure your email only goes to the people who need to read it. Remember that if you reply to all, then everyone will get your email. Does the whole sales team really need to read your email to one person about something unimportant?

Rule 2:

This sounds obvious, but don't forget to attach them! A word of advice – attach the file you want to send before you start writing. That way, you can't forget to attach it!

Rule 3:

No. If you write 'CAN YOU LET ME KNOW THIS WEEK?' you are basically shouting at your reader. They will think you are very rude. So just don't do it.

Rule 4:

Short emails sometimes sound rude. People won't read very long emails. Keep emails short, but remember to be polite and friendly, too.

Rule 5:

This is important, especially if it's a work email. If you make mistakes in your email, people will think you also make mistakes in your work. So always check everything carefully. Ask a colleague to read and check it before you hit 'Send'.

CRÉDITOS

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REFERÊNCIAS

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