

GRAMMAR REFERENCE

HALLOWEEN – LESSON 13 –

VOCABULARY BUILDER – BUSINESS

ENGLISH



(fonte: Freepik)

Pet Sematary

Sob o arco de placas de manchas do tempo
Under the arc of a weather stain boards

Goblins e senhores da guerra antigos
Ancient goblins and warlords

Saia do chão, sem fazer barulho
Come out of the ground, not making a sound

O cheiro da morte está por toda parte
The smell of death is all around

E a noite quando o vento frio sopra
And the night when the cold wind blows

Ninguém se importa, ninguém sabe
No one cares, nobody knows

Eu não quero ser enterrado em um cemitério de animais
I don't want to be buried in a pet sematary

Eu não quero viver minha vida novamente
I don't want to live my life again

Eu não quero ser enterrado em um cemitério de animais
I don't want to be buried in a pet sematary

Eu não quero viver minha vida novamente
I don't want to live my life again

Siga Victor para o lugar sagrado
Follow Victor to the sacred place

Isso não é um sonho, não posso escapar
This ain't a dream, I can't escape

Molares e presas, o clique dos ossos
Molars and fangs, the clicking of bones

Espíritos gemendo entre as lápides
Spirits moaning among the tombstones

E a noite, quando a lua está brilhante
And the night, when the moon is bright

Alguém chora, algo não está certo
Someone cries, something ain't right

Eu não quero ser enterrado em um cemitério de animais
I don't want to be buried in a pet sematary

Eu não quero viver minha vida novamente
I don't want to live my life again

Eu não quero ser enterrado em um cemitério de animais
I don't want to be buried in a pet sematary

Eu não quero viver minha vida novamente
I don't want to live my life again

A lua está cheia, o ar ainda está
The moon is full, the air is still

De repente eu sinto um calafrio
All of a sudden I feel a chill

Victor está sorrindo, a carne está apodrecendo

Victor is grinning, flesh is rotting away

Esqueletos dançam, eu amaldiçoo este dia
Skeletons dance, I curse this day

E a noite em que os lobos gritam
And the night when the wolves cry out

Ouçã de perto e você pode me ouvir gritar
Listen close and you can hear me shout

Eu não quero ser enterrado em um cemitério de animais
I don't want to be buried in a pet sematary

Eu não quero viver minha vida novamente
I don't want to live my life again

Eu não quero ser enterrado em um cemitério de animais
I don't want to be buried in a pet sematary

Eu não quero viver minha vida novamente
I don't want to live my life again

Oh não
Oh, no

Oh não
Oh, no

Eu não quero viver minha vida novamente
I don't want to live my life again

De novo não
Not again

Oh não
Oh, no

Oh-oh
Oh-oh

Eu não quero viver minha vida novamente
I don't want to live my life again

De novo não
Not again

Oh, não-não-não
Oh, no-no-no

Não quero viver minha vida novamente
Don't want to live my life again

De novo não
Not again

Oh oh oh
Oh-oh-oh

Fonte: [Musixmatch](#)

Compositores: Daniel Rey / Joey Ramone / Johnny Ramone /
Dede Ramone

Letra de Pet Sematary © Warner-tamerlane Publishing Corp.,
Taco Tunes, Rabinowitz Music

BUSINESS ENGLISH – SAMPLE CONVERSATION



(FONTE: Freepik)

Hi there!

First of all, I would like to thank for this conversation. It's great to meet with you to talk about this program.

So, I'm here to talk about my background and motivation to join at Live Online English.

I'd like to introduce myself. I'm Trixie, I'm located at Rodi & Parnter atoffices in São Paulo Brasil. That's a great company and I really like my job. I'm graduated in..... at..university in.....

I'm looking forward to growing my management skills to hopefully develop and inspire a team of my own.

As a motivation to participate at Live Online English, I say.. I'm ready for new challenges, make new professional contacts, achieve goals and deliver the best results for the company. Therefore, fluency in English will amplify such possibilities, expanding my skills and intellectual capital

Thanks for a great conversation, hope you enjoy the rest of your day.Until next time!

SAMPLE 02

Howdy everybody!

First, I'd like to welcome you all.

Today I'm here to talk to you about the Live Online English,

I'll start with some general information on my background and motivation to join at Live Online English.

I'd like to take a moment to introduce myself. I'm Trixie, I'm located at Rodi & Parnter atoffices in São Paulo Brasil. That's a great company and I really enjoy my job. I'm graduated in..... at..university in.....

About my competences, I keep on focus in.. initiative as a striking characteristic, in addition to its objective, focus on results, taking risks and acting in an independent and innovative way. Strong personality, introspective communication, fast pace, dynamic and creative.

At this moment, I am looking for new challenges, aiming at the development of an objective work that generates results and profits for the company.

Well, that brings me to the end of my presentation, thanks so much for listening. Have a good one!

SAMPLE 03

Welcome everybody, my name is Trixie. Trixie Peterson and I am the ... sua função aqui..

I'm delighted to be here today to tell you about the English program by Live Online English.

Firstly I'll talk about my skills and experience in this company.

I work in Rodi & Parnter atoffices in São Paulo Brasil, since (colocar data de início na empresa), I really like working at this company, we have an excellent team and perspective of professional future.

English is my second language and I love it, because is a global and essential language in the corporate world.

I really believe that total fluency in the language will bring benefits and profits for both, the employee and the company.

It was a real pleasure being here today. Goodbye and thank you.

Let's begin with a few vocabulary words. The verbs typically used with "meeting" are "have" and "hold":

- ☐ We're going to have another department meeting on Friday.
- ☐ Let's hold a meeting to discuss the policy changes.

You can also use "schedule," "arrange" or "organize" to talk about having a meeting in the future.

When you participate in a meeting, you "attend" the meeting (formal) or "go to" the meeting.

- Did you go to the project team meeting?
- Several people did not attend the development meeting.

A well-organized meeting will have an agenda – that’s a list of topics (often called items) that will be discussed. In some meetings, one person keeps notes that will be the official record of the meeting – these are called the meeting minutes.

Why hold a meeting? There are many different reasons. One is to brainstorm. “Brainstorming” is creating a lot of different ideas, so that they can later be analyzed, evaluated, and the best ones can be selected. Brainstorming is often done as a first step in a project, before there is a definite plan.

Another reason to hold a meeting is to develop a strategy and allocate tasks. A strategy is a plan for completing a project, and to “allocate tasks” means to assign specific items of work to specific people.

Meetings are also held to collaborate (work together) on projects and give updates – reports of progress and current status. Finally, meetings are held to make decisions.

Some meetings use a formal system of voting, in which a decision is made if it receives the majority (more than 50%) of the votes. Other meetings use a less formal system of decision-

making, aiming for the group to come to a consensus (a general agreement).

BEGINNING A MEETING

To start the meeting, the meeting leader (who is called the chairperson or chair) may use one of these phrases:

- ☐ Hello, everyone. Thank you for coming today.
- ☐ Since everyone is here, let's get started.
- ☐ First, I'd like to welcome you all.

If there are new people in the meeting, or people from different departments who might not know each other, the chairperson may introduce them:

- ☐ I'd like to take a moment to introduce... [name + description]

I'd like to take a moment to introduce Carla, from the public relations department.

- ☐ Please join me in welcoming [name + description]

Please join me in welcoming Jim, a consultant who will be helping us with project management.

- ☐ Sheila, would you like to introduce yourself?

Finally, it's good to state the specific topic or objective of the meeting, in order to focus the discussion:

- ☐ As you can see from the agenda, we'll be talking about... [topic]
- ☐ I've called this meeting in order to ... [goal]
- ☐ Our main goal today is to ... [goal]

Our main goal today is to determine the budget for 2013.

ASKING FOR OPINIONS

Meetings often begin with the presentation of some information and then a request for opinions. To ask people for their opinions, you can say:

- ☐ What does everyone think about...?
- ☐ I'd like to get your feedback on...
- ☐ What are your thoughts about... ?
- ☐ What are your views on... ?

After one person has expressed his or her opinion, you can say "Thanks," to acknowledge the opinion, then use these phrases to ask for more people to respond:

- ☐ What does everyone else think?

- ☐ Are there any other comments?

If there's a specific person who you would like to hear from, you can ask him or her directly by using these phrases:

- ☐ Susan, can we get your input?
- ☐ Would you like to add anything, Susan?

GIVING YOUR OPINION

Now let's learn some phrases for giving your opinion – with some detail in order to give you some flexibility in the way you express your opinion:

Strong

- ☐ I strongly believe that...
- ☐ I'm positive that...
- ☐ I'm convinced that...
- ☐ I have no doubt whatsoever that...
- ☐ There's no question that...

(strongest)

Normal

- ☐ I think / believe / feel that...

- ☐ From my point of view...
- ☐ In my experience... / I find that...

(use these phrases to base your opinion on your experience)

- ☐ I'd say that...
- ☐ If you want my honest opinion, I think that... / To be honest...

(use these phrases when you want to express a negative or critical opinion. The word "honest" is a diplomatic way to signal that you are going to say something negative or unpopular)

Weak

- ☐ It seems to me that...
- ☐ It's possible that...
- ☐ I tend to think that...
- ☐ My initial reaction is...

(use this phrase to show that this is an opinion you haven't thought very deeply about)

AGREEING / DISAGREEING

Once other people in the meeting have expressed their opinions, you can react by agreeing or disagreeing. Here are some

appropriate phrases for this purpose – again, based on degree of strength.

Strong agreement:

- ☐ I completely agree.
- ☐ I couldn't agree more.
- ☐ You're absolutely right.

Normal agreement:

- ☐ Exactly!
- ☐ That's just how I see it.
- ☐ I'm with Peter on this.

(you can use this phrase to refer to another colleague's opinion)

Partial agreement:

- ☐ Well, it depends.
- ☐ I agree with you up to a point, but...

(this means that you agree with some of the opinion, but not all of it)

- ☐ I agree with you in principle, but...

(this means you agree with the opinion in theory, but not in practice)

Normal Disagreement:

In English, saying “I disagree” can be a little too direct, and may be considered impolite. Use one of these phrases instead, to disagree diplomatically:

- ☐ I’m afraid I disagree.
- ☐ I’m not so sure about that.
- ☐ I see it differently.
- ☐ Yes, but...
- ☐ Not necessarily.

Strong disagreement:

Finally, here are some phrases for disagreeing strongly. The words “I’m sorry” make the phrase more polite.

- ☐ I’m sorry, but I completely disagree.
- ☐ I’m sorry, but I don’t agree with that at all.

Settling a disagreement:

What do you do if you're in charge of a meeting and people are arguing? Use one of these phrases to settle the disagreement and continue the meeting:

- ☐ We don't seem to be getting anywhere with this, so maybe we could discuss it further at another time.
- ☐ Let's move on. I think we're going to have to agree to disagree.

SUGGESTIONS

If you'd like to make a suggestion or recommendation, you can use these phrases. The "weaker" phrases introduce an option as a possibility. The "stronger" phrases give more emphasis to your belief that it is a good idea.

Weak:

- ☐ We could...
- ☐ Why don't you/we....?
- ☐ How about...?
- ☐ What about...?

Strong:

- ☐ I suggest...
- ☐ I recommend...
- ☐ We should...

- ☐ Let's...

Note:

We could / Why don't we / We should / Let's are followed by the base form of the verb:

- ☐ We could invest in new technology.

How about / What about / I suggest / I recommend are followed by the -ING form:

- ☐ How about investing in new technology?

INTERRUPTING

At times, you might want to interrupt the discussion to add a point. Here are three polite ways to do that:

- ☐ May I have a word?
- ☐ Could I just say one thing?
- ☐ Excuse me – sorry for interrupting, but...

CONTROLLING THE MEETING

If you're controlling the meeting, you'll need these phrases to move the discussion to the next item on the agenda:

- ☐ I think we've spent enough time on this topic. Moving on...

- ☐ If nobody has anything else to add, let's move on to the next item.
- ☐ We're running short on time, so let's move on.
- ☐ I'd like to skip item 2 and go directly to item 3.

(This means you want to go from item 1 directly to item 3)

If you'd like to give control of the discussion to another person, you can say this:

- ☐ I'd like to hand it over to Brian, who is going to lead the next point.
- ☐ Next, Brian is going to tell us about...

Finally, it's common for discussions to go off topic – however, you can bring the discussion back to the main point by using one of these phrases:

- ☐ I'm afraid that's outside the scope of this meeting.
- ☐ I think we're getting a bit off topic.
- ☐ We'd better save that for another meeting.
- ☐ Let's get back on track, OK?
- ☐ Getting back to... [topic]

CLOSING

At the end of the meeting, use one of these phrases to close it:

- ☐ It looks like we've covered the main items on the agenda.
- ☐ That will be all for today.
- ☐ If no one has anything else to add, then I think we'll wrap this up.

You can also use a phrase similar to the ones used at the end of presentations, such as “Let me quickly summarize the main points.”

You can also set a date for the next meeting:

Our next meeting will be... / Let's get together...

- ☐ on January 29th.
- ☐ on the first Monday of next month.
- ☐ two weeks from today.

If the date of the next meeting is not yet scheduled, then you can say, “I'll let you know the date of our next meeting.”

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
--------	--------------------------

Fidafhussein	@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.

Read the email below.

Task 3: 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!!! (Task 2)

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!

Understanding your inbox (Task 3)

	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

Starting and finishing emails

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.

Making arrangements

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 on Monday?

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

Use at with times and other expressions: Could you please call me at 3pm?

Use next to refer to future times: I hope we can meet again next week.

Use when to start a future time clause: Let's meet again when it is convenient.

Tenses

To speak about a timetable, use the present simple: Next term runs from 1 September until 16 December.

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

To speak about a plan, use 'be going to': Next term we are going to learn about pollution.

See the talking about the future page for more practice.

Tenses in complex sentences about the future

Use the present simple after when, if and next time in future time clauses:

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

Enquiries

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

Enquiries

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.

Organising your writing

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

GreetingHello Dmitri,

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. > They're not here yet.

*Where do you want to *meet? > Where do you want to meet?

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 > of

Thank you *fro your letter > for

at *hte meeting > the

Silent letters

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

know write wrong forward thought right interesting
Wednesday Bye

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. > starts

My plane *leave at 4.35. > leaves

How long *do it take? > does

How many times *have he been here? > has

Punctuation

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

We will be in Newcastle with Mrs Hamilton on March the 4th, in Manchester with Dr Kassu on Tuesday the 5th, and Birmingham with Andrea Este on the Thursday.

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

FREEPIK

BRITISH COUNCIL 'Email addresses' Disponível em:
<https://learnenglish.britishcouncil.org/business-english/english-for-emails/unit-1-email-addresses> Acesso em 29 de setembro de 2020

ESPRESSO ENGLISH, 'English Phrases For Meetings'
Disponível em: <https://www.espressoenglish.net/english-phrases-for-meetings/> Acesso em 29 de setembro de 2020

Content organized for strictly educational purposes. No copyright infringement intended. (Conteúdo organizado com fins estritamente pedagógicos. Nenhuma violação de direitos autorais pretendida)