

Email Writing Worksheet

Subject: Email Writing Practice

Instructions:

1. Review the scenario provided for each email.
2. Write a well-structured email based on the scenario.
3. Pay attention to the appropriate email format, tone, and content.

Scenario 1: Thank You Email You recently attended a networking event where you met a professional contact who provided you with valuable insights. Write a thank you email expressing your gratitude and summarizing what you learned.

Scenario 2: Job Application Follow-Up You've applied for a job and had an interview two weeks ago. Write a follow-up email to inquire about the status of your application and express your continued interest in the position.

Scenario 3: Informal Invitation You're planning a casual get-together with friends and want to invite them via email. Write an email inviting your friends, including the date, time, location, and any special instructions.

Scenario 4: Asking for Information You're researching options for a weekend getaway and are interested in booking a cabin at a particular resort. Write an email to the resort's customer service asking for more information about availability, amenities, and pricing.

Scenario 5: Apology Email You made a mistake on a project that affected a colleague's work. Write an apology email to your colleague, acknowledging the mistake, explaining what happened, and offering a solution to rectify the situation.

Scenario 6: Formal Business Communication You work for a company and need to inform a client about a delay in delivering a product. Write a formal email to the client, explaining the situation, providing a revised timeline, and expressing regret for any inconvenience.

Scenario 7: Feedback Email You recently purchased a product online, but it arrived with some defects. Write an email to the customer support team, detailing the issues you encountered and requesting a replacement or refund.

Scenario 8: Expressing Condolences A colleague has lost a family member, and you want to offer your condolences and support. Write a heartfelt email expressing your sympathy and letting them know you're there for them.

Jumbled Email Arrangement Worksheet

- ⑥ a) Thank you for considering my request.
- ① b) I am writing to formally request time off from work.
- ④ c) I apologize for any inconvenience this may cause.
- ② d) I would like to request [Date] off for a family event.
- ⑤ e) Please let me know if there are any procedures I need to follow.
- ⑦ f) Looking forward to your understanding and response.
- ③ g) I believe I have fulfilled my responsibilities and assignments.
- ⑧ h) Sincerely,
- ⑨ i) [Your Name]

PS

Email Writing

Online office etiquette.

etiquette - way of correct behaviour

Worksheet

scenario 7 : Feedback Email

From : nmadawala96@gmail.com.

To : customerSupport@gmail.com

Regarding Feedback of purchased laptop stand.

Dear Sir/Madam, X

I am ^{your} one of ^{old} customers purchasing products online very often through your service. I recently purchased a laptop stand ^(order number 101) but I was ordered laptop stand in white color although I got a black color. I'm not very comfortable with that because it is not ^{my} match with my desk setup so I would like to get white color one which I ordered before.

Please let me know if there are any way to do ~~that~~ return.

Looking forward to have a good customer support.

Thank you,
Respectfully
Nadan.

No: _____ Date: ____/____/____

Scenario 1: Thank you Email.

subject?
Dear madam/Sir,

I am a one of participater of networking event happened SLIT Academy. It is a blessing and good opportunity to students like us to meet professional like you. Also valuable insights you provided in the event definitely will help lot of students like us to go further in our careers. So I would like to be thankful for your absolute effort. ~~to push us in our path.~~

Thank you

Nadun

scenario 6: formal business communication.

Inform about delay in delivering laptop stand

Dear Sir,

I am writing to inform ~~you~~ that you ordered the laptop ^{you ordered} stand in white color ^{at the moment} unfortunately ~~currently at this~~ moment out of stock. I apologize for the delay that you get. Our next stock will ^{be} coming on next week so you can get it next ^{as soon as we get the} stock. I apologize for the delay that ~~you get~~ you get. what can we do

I would like to request if you have rush of having a getting laptop stand we can give you black color until we get stock. Then it can return.

Please let me know ~~if there~~ your preference we are looking forward to help you.

Thank you,

Nadun Madawala,

Speaking Skills

Meetings

At the end of this lesson, you will be able to;

- Learn the terminology used in meetings
- Conduct effectively meetings & use language productively
- Participate in meetings confidently

01 What do the underline words in this article mean? explain in your own word. Lets find the terminology.

I don't know how to chair a meeting!

I've been asked to chair a meeting about the Christmas office party, but I'm incredibly nervous as I've never chaired one before. Is there a secret for success?

You may never have chaired a meeting but as you've probably been to lots you'll have seen it done well and badly. Think about the things that please and annoy you and build on them. (1) Make sure everyone has the agenda well in advance, and check that you know enough about the participants and issues to be discussed. Arrange for the (2) room to be cool rather than warm; people will be less likely to go to sleep.

See yourself as a referee whose job it is to ensure fair play through careful watching and listening. You must ensure that the timid have a chance to (3) say what they want; deal (4) in a diplomatic way with the argumentative and to be kind to the (5) person you have asked to take notes. Getting that individual on your side is essential if you want the record to reflect your desired outcomes. It's normal to suggest

what should be left out of the minutes and how any difficult bits should be phrased. Make sure you stick to the (6) time you have allowed for each point and keep things moving by not letting people (7) wander off the subject. Get decisions made and recorded, even if it's only to postpone matters until the next meeting. If someone is being difficult, defuse things by offering to continue the discussion personally at a more appropriate time.

If the meeting is likely to be more than a couple of hours long, try to include a break at the mid-point; it acts as a marker and stops people getting restless.

Aim to leave everyone feeling they have had a chance to say what they wanted to say and gain lasting and well-deserved popularity by finishing (8) when you said the meeting would finish. ■

Task

Match number 1-7 with the opposite side

- | | |
|---------------|---------------------|
| b 1 take | a a minute-taker |
| a 2 appoint | b the minutes |
| d 3 circulate | c time |
| c 4 allocate | d the agenda |
| e 5 move on | e to the next point |
| g 6 avoid | f on time |
| f 7 finish | g digressions |

Task

Get in to groups and discuss which type of meetings would you be most likely to hear each of these things?

- AGM**
meeting with supplier 1 I'm pleased to announce another good year for shareholders of this company.
brainstorming 2 I know this sounds crazy, but how about giving away 100,000 free samples?
department meeting 3 Things in the sales department are getting out of control. We should all start making a real effort.
meeting with supplier 4 So, you think you can provide 10,000 a month at a unit cost of £4.90?
chat 5 Have you heard? Suzanne is being fired: apparently her sales figures aren't good enough.
meeting with customer 6 That's a deal then. Looking forward to working with you. I'm sure you won't be disappointed.
Project meeting 7 Amazingly, we're ahead of schedule on this project.
E.G.M 8 I recommend to shareholders that you accept Megabook's offer for our company.
Board Meeting 9 As you know, Megabook wants to buy this company. As chief financial officer, what do you think of their offer, Saleem?

How was the meeting?

Some colleagues are discussing a meeting they have just come out of.

Anil: I thought it was very productive.

Juliet: Well, I thought it was a complete waste of time. I didn't hear anything I didn't already know.

Barbara: I agree with Anil. I felt we had some very useful discussions, and that we reached an agreement that was good for both sides. We certainly covered a lot of ground. It was incredible the number of things we got through.

Juliet: But there were too many digressions. John was rambling and kept wandering off the point. He just uses meetings as a chance to show off. Just like a lot of men: he just wanted to show how powerful he is and what a good talker he is.

Anil: But to be fair, the chair really kept things moving: she encouraged people to be brief and to stick to the point and we achieved a lot in a short time. Anyway, I learned a lot and I think they listened to what we had to say.

Group Activity Worksheet: Facilitating and Conducting Meetings

Instructions: Divide the class into small groups of 3-4 students. Each group will work together to complete the following tasks related to facilitating and conducting meetings. Discuss your answers and strategies as a group, and be prepared to share your findings with the class.

Group Name: Fondogtic H

Group Members: Nadun, Naveen, Rizlan, Abishan

Task 1: Meeting Objectives (10 points)

1. Brainstorm and list three different types of meetings that can occur in a professional setting.

1. Board Meeting
2. project meeting
3. AGM / EGM

2. For each type of meeting, identify and write down two specific objectives or goals the meeting might aim to achieve.

Meeting Type 1: Board Meeting

- Objective 1: Appointing directors of Profit leaders to the company
- Objective 2: Making Major Financial decisions

Meeting Type 2:

- Objective 1: Discuss about the current state of the project.
- Objective 2: Discuss about the future plans and arrangement of project.

Meeting Type 3:

- Objective 1: Read the annual report.
- Objective 2: Appointing directors.

Task 2: Meeting Roles (10 points)

3. Create a list of at least five common roles that participants can have in a meeting.

1. Chairman
2. Secretary
3. Treasurer
4. directors
5. share holders

4. Choose one of the roles from your list and explain the responsibilities and contributions associated with that role during a meeting.

Role: Secretary

Responsibilities and Contributions:

- Help the chairman and directors to continue meeting.
- Write the minutes of the meeting.
- Deliver the minute of the previous meeting

Task 3: Meeting Agenda (10 points)

5. Imagine you are leading a meeting to discuss a project's progress. Create a sample meeting agenda by listing at least five agenda items in the order they should be discussed.

Meeting Agenda for Project Progress Discussion:

1. Discuss about project scope in the meeting
 2. Deliver the minutes of previous meeting.
 3. Discuss about the current state of the project.
 4. pointing out the issues and discuss the solutions.
 5. Divide workplan discuss about the future milestone about the project.
6. For one of the agenda items, provide a brief description of what will be discussed during that portion of the meeting.

Agenda Item: Divide workplan discuss about the future milestone

Discussion Description:

- Divide work among group members according to their potential.
- Discuss their suitable deadline for their work.
- Discuss about their issues and give them solutions.

Task 4: Meeting Facilitation (10 points)

7. Discuss within your group how a meeting facilitator can ensure active participation and engagement from all attendees. List at least three strategies.

1. Ask them questioning during meeting.
2. Give a opportunity to express their ideas and suggestions.
3. Divide them groups and ask them find the best solutions for problem.

8. Explain why it's important for a facilitator to manage time effectively during a meeting. Provide an example of a situation where poor time management could negatively impact a meeting.

* If we couldn't able to talk to point in time period we have to end up the meeting without getting solution for the problem. faced.

Task 5: Meeting Challenges (10 points)

9. Identify and list three common challenges that can arise during meetings.

1. * lack of time.
2. * digressions
3. * participants not involving much

10. For each challenge, suggest a strategy or approach to address or overcome it effectively.

Challenge 1:

- Strategy: Start meeting on time and have a proper time ^{work according to a agenda.}

Challenge 2:

- Strategy: Write objectives and tick them when each of them done

Challenge 3:

- Strategy: Give participant much ^{opportunities} to express their ideas.

Task 6: Meeting Evaluation (10 points)

11. Discuss the importance of evaluating meetings. What benefits can come from post-meeting evaluations, and what aspects should be assessed?

- * We can choose the best path among the good paths
- * We can see at a different side which we cannot see in individually.

12. Create a simple feedback form that could be used by meeting participants to evaluate the effectiveness of a meeting. Include at least three questions.

Sample Meeting Evaluation Form:

1. On a scale of 1 to 5, how well were the meeting objectives met? (1 = Poor, 5 = Excellent)

How well were the meeting objectives met? (1) (2) (3) (4) (5)

2. Were all participants given an opportunity to contribute and share their thoughts? (Yes/No)

What are the ideas/you get in today's meeting?