

12_Emails



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Englisch 11. Klasse

Business correspondence



Emails



You are getting work experience at HardWareHourse Ltd, an IT hardware wholesaler. Your supervisor asks you to take care of a customer enquiry.

Task 1: Giving email addresses over the phone

A) Talk to your partner: How do say ... in English?

- | | | | |
|------|-------------------|------|---------------|
| 1) + | <u>plus</u> | 4) - | <u>hyphen</u> |
| 2) _ | <u>underscore</u> | 5) . | <u>dot</u> |
| 3) @ | <u>at</u> | 6) 3 | <u>number</u> |

B) Talk to your partner: Dictate email addresses to each other.

Partner A:

- 1) DavidMcCarthy+list@net.us
- 2) sergei-nikitin@com.ru
- 3) your own email address
- 4) your company email address

Could you spell that, please?

Could you repeat that, please?

Partner B: See below¹

C) Listen to your supervisor and a customer on the phone. Which email addresses are correct?

1	2
a) tm.martin@hard-warehouse.co.uk	a) maryannbrown@5+5_services.net
b) tmmartin@hardware-house.co.uk	b) mary-anne-brown@5+5services.net
c) tm.martin@hardware_house.co.uk	c) maryannbrown@5+5services.net

c) tm.martin@hardware_house.co.uk

c) maryannbrown@5+5services.net

- 1) beatrice-kuhn@berlin_tools.de
- 2) Hamish.MacPherson@net.uk
- 3) your own email address
- 4) your company email address

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Task 2: Writing a subject line



The first indication of what is in an email is the subject line. This must state clearly what the email is about.

A) Work with a partner. Study the subject lines below and find an email which...

- 1) is a request for information
- 2) gives information about a meeting
- 3) asks for assistance
- 4) contains new information
- 5) announces a change of plan
- 6) is a covering letter for a brochure

a	Subject: Need your help with English	1d
b	Subject: New venue for event on Saturday	2f
c	Subject: Flyer (attached)	3a
d	Subject: Meeting 25.03. Starting time?	4e
e	Subject: Update on project	5b
f	Subject: Agenda	6c

Source: IT Matters

(1) Changing date of meeting to 12th of July

B) Write suitable subject lines for the following emails

- 1) Sorry, I would like to change the date of the meeting to Friday 12 July.
- 2) Could you send me information about the presentation, please?
- 3) I am on holiday from 21.03. till 04.04. inclusive and will answer emails when I return.
- 4) I am writing to confirm your application for a stand at the Technical Trades Fair. The stand number is C208.
- 5) As promised, here is the link to the website www.tipsformails.com.
- 6) This is just to let you know that I am interviewing a new technician at 12.30.

Task 3: Writing a reply to an email enquiry

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Your supervisor gives you the enquiry below and asks you to reply by email.

Dear Sir or Madam

We have studied your catalogue on the internet and are interested in your ergonomic mouse devices (catalogue number SP 492876) and your keyboards (catalogue number SS 8592201).

We would like to order 100 of each item.

We would also like to order 200 8 GB USB sticks and 200 16 GB USB sticks.

Please let us know if you have these items in stock.

Yours faithfully

Robert Johnson

CompuStore Ltd

Use a suitable greeting and subject line to reply to Mr Johnson. Include the following points:

- Thank him for his enquiry.

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- Say that the mouse devices, keyboards and USB sticks are in stock.
- Say you will dispatch them next week.
- Say that you look forward to doing business with him in the future.
- Use the correct complimentary close.

Writing emails: tips and phrases

Writing emails		Unit 3
Salutation		
– Dear Sir or Madam (<i>formal</i>)	– Sehr geehrte Damen und Herren,	
– Dear Mr/Ms Smith (<i>formal</i>)	– Sehr geehrte/r Herr/Frau Schmidt,	
– Dear Paul (und Paula)	– Lieber Paul(, Liebe Paula)	
– Good morning, Paul (<i>less formal</i>)	– Guten Morgen, Paul,	
– Hi/Hello Paula (<i>less formal</i>)	– Hallo Paula,	
Complimentary close		
– Yours faithfully (<i>formal</i>)	– Mit freundlichen Grüßen	
– Regards / Best regards / Best wishes / Yours sincerely (<i>formal</i>)	– Mit freundlichen Grüßen / Freundliche Grüße	
– Regards / Best regards / Best wishes	– Viele Grüße / Freundlichen Grüße	
– All the best (<i>less formal</i>)	– Alles Gute / Herzliche Grüße	
Opening sentence		
– I'm just writing to ... (<i>formal</i>)	– Ich schreibe Ihnen, ... zu ...	
– Just a quick note/message to ... (<i>less formal</i>)	– Nur eine kurze Mitteilung/Nachricht, ... zu ...	
Conclusion		
– I look forward to your reply / to hearing from you.	– Ich freue mich auf Ihre Antwort.	

– Just a quick note/message to ... (*less formal*)

– Nur eine kurze Mitteilung/Nachricht, ... zu ...

Conclusion

– I look forward to your reply / to hearing from you.
(*formal*)

– Ich freue mich auf Ihre Antwort.

– Many thanks in advance. (*formal*)

– Vielen Dank im Voraus.

– I hope to hear from you soon. (*less formal*)

– Ich freue mich, bald von Ihnen/Dir zu hören.

➔ Using polite language in emails

Could and *would like* are more polite than phrases with *can*, *need* or *want*.

Can you let me know by Monday? → **Could** you let ...

I **need** the information today. → I **would like** the ...

We **want** to have a meeting. → We **would like** to ...

➔ Salutation and complimentary close in emails

If you do not know the name of the person you are writing to, begin your email with *Dear Sir or Madam*.

If you do not know your business partner well, use a formal salutation and complimentary close.

	Salutation	Complimentary close	
<i>Formal (to unknown person)</i>	Dear Sir or Madam	Yours faithfully	
<i>Formal (to person whose name you know)</i>	Dear Mr/Ms Smith	Regards	Best wishes
		Best regards	Yours sincerely
<i>Less formal</i>	Dear Paul / Hi Paula	Regards	Best wishes
	Good morning, Paul	Best regards	All the best