

Information Technology – **WRITING EMAILS**Email 1: SAMPLE:

From: Natasha
To: Kamal
Date: 25th November

Subject: Connecting a projector

Hi Kamal,

It should be quite easy to connect your laptop to a projector. First, check that both the laptop and the projector are off. Then connect the projector cable to the laptop: just plug it into the video socket. Most laptops have one, usually at the back or side. After that, insert the projector's power cable into a power socket and turn on the computer and the projector. Next, the computer has to find out the projector's resolution: press the 'Function' key ('Fn') on the laptop and, at the same time, press the key with a picture of a screen on it. The 'Fn' key is usually on the bottom left, near the 'Shift' key, and the key with the screen picture on it is usually on the top row of keys, on the left.

Don't forget to switch off the equipment and unplug the projector from the computer when you've finished.

Best wishes,
 Natasha

Help Desk SupervisorEmail 2:

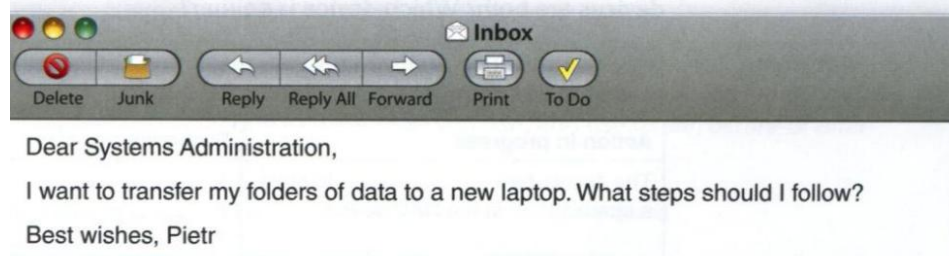
Write an email explaining how to transfer photographs from a digital camera to a computer. Give instructions for the steps below. Include the features from 8 in your email.

- card reader → computer
- open software
- select card reader/drop down menu
- select destination folder
- 'OK' button

Email 3:

Write a response to this email. Use these prompts to help you.

- plug memory stick/old computer
- drag folders/memory stick/use Windows Explorer
- unplug memory stick/old computer/plug/new laptop
- drag folders/memory stick/new laptop

Email 4:**How to change the screen brightness into 'Power saver' mode:**

'Start' button → 'Control Panel' → 'Display' → 'Adjust brightness' → 'Power saver' check box → 'Close'

Or: Screen → Right click on mouse → 'Personalize' → 'Display' → 'Adjust brightness' → 'Power saver' check box → 'Close'

REQUIREMENTS:

DOs	DON'Ts
<ul style="list-style-type: none"> - To open, use Hi/Dear with user's name - To finish, use Best wishes - Use electronic signature (see page 26 St.Book) with name, position, department, company - Write a short subject line - Include the right topic in the first sentence - Use sequencers First, Then, Next, After that, Finally to give steps - Use <i>imperatives (thức mệnh lệnh)</i> - Use softener "just" to soften the imperatives sometimes 	<ul style="list-style-type: none"> - Use present simple "You + V" to give instructions. - Build a personal relationship with user - Hurt the user with complaints - Leave private phone numbers - Use repeated sample sentences available online "I hope this email finds you well" or "I'm looking forward to hearing from you" - Give a link - Draw a chart

FORMAT OF A WORK EMAIL to offer instructions:

From: Bao Nam TRAN
To: Andrew
Date: 25th November
Subject: Transferring data to a new laptop
Hi Andrew,
 It should be quite easy to **First**,
 (verb)..... . (Explain if user doesn't know). **Then**
 **Next**, (just verb)..... (explain if user doesn't
 know). **After that**, **Finally**,
Don't forget to (remind user to unplug the equipment)
**when you've finished**.
Best wishes,
 Bao Nam TRAN
 Support technician
 Help Desk Department

From:
 To:
 Date:
 Subject:
 Hi + Name + comma
Go straight to issue
 First,
 Then
 Next,
 After that,
 Finally,
Remind
 Best wishes,
 Name
 Position
 Department

<i>Wrong!</i>	Then you connect the cable to the laptop.
You, you must,	Then you must connect the cable to the laptop.
you have to	Then you have to connect the cable to the laptop.

<i>Right!</i>	Then connect the cable to the laptop.
	Then just connect the cable to the laptop.