

# UNIT 10: BUSINESS TEXTS & EMAILS



# Unit 10: Language Focus

## Conversations for business texts and emails:

-How to write business texts emails

-How to respond to business texts emails

Copy

Save in Keep

Delete

Reply



Forward

# Unit 10: Slide Structure

**Warm-up 1:**

**Warm-up 2:**

**Activity 1:**

**Activity 2: 2.1, 2.2, 2.3**

**Activity 3:**

**Activity 4:**

**Activity 5:**

**Let's review!: Exercise 1**

**Tips:**

# **Warm-up 1: Business Texts & Emails**

## **Answer these questions**

- 1. Have you ever written an email in English?**
- 2. What kind of language should you use in business emails?**
- 3. Do you have your business email address?**
- 4. Are you familiar with these phrases?**

**Dear whom it may concern,**

**Dear Sir/Madam,**

**Thank you for your quick reply.**

**Any questions please let me know.**

**Looking forward to hearing from you.**

**Regards,**

## Warm-up 2: Business Texts & Emails

Which business email address sounds the most appropriate?

**youknowmealittlegoyooohoo@gmail.com**

**mrsmartmysteriouscreature1231321@gmailcom**

**somphot\_sittidej@gmail.com**

**handsomemonkey737@gmail.com**

**cutegirlswipwupwipwup@gmail.com**

**lazyboyofthegalaxyyouwillsee@gmail.com**

A proper business email address should be your official names or something that represents you in a positive way.

**Now, create yours!**

# Activity 1: Verbs for emails

## Language pattern

**sender** = a person who sends an email

**recipient** = a person who receives an email

**compose** = to compose/write an email

**send** = to send an email

**reply** = to reply an email to someone e.g. someone wrote to you, so you reply to that person.

**forward** = to forward the email you have received to someone else.

**subject** = the topic of the email

**attach** = to attach a file/picture in an email e.g. "I have attached the file in this email."

**Cc (carbon copy)** = whose address appears after the **Cc:** header would receive a copy of the message. Also, the **Cc** header would also appear inside the header of the received message.

**Bcc (blind carbon copy)** = stands for blind carbon copy which is similar to that of **Cc** except that the Email address of the recipients specified in this field do not appear in the received message header and the recipients in the **To** or **Cc** fields will not know that a copy sent to these address.

Copy

Save in Keep

Delete

Reply

Forward



Why don't you change the setting of your email address into English mode and try it for yourself?

# Activity 2: Language Pattern

## 2.1 Greetings for emails

### Formal:

1. Dear sir/madam,
2. To whom it may concern,
3. To..." e.g. "To the Financial Director,"

### If you do know their name:

4. Dear Mr./Mrs./Miss/Ms. [surname],
5. Dear [first name],

### And more:

Hi,  
Hello,  
Good morning,  
Hope you're doing well.  
I hope you are well.  
How's it going?  
How are you?  
Dear [first name],

**Don't forget “,”**



## Activity 2: Language pattern

### 2.2 Greetings & Stating the purpose of the emails

#### Reply emails:

Thanks for the quick response/reply.

Thanks for getting back to me.

Thanks for the update.

Great to hear from you.

#### To follow-up and inform:

As we discussed on our phone call, ...

Here's more information on ...

Here, I've attached more information.

Following up on our meeting, this is ...

I am writing on behalf of ...

I am writing regarding ...

#### To ask:

I have a few questions about ..

May I ask about ..?

Do you ...?



## Activity 2: Language pattern

### 2.3 Ending the emails

Thank you.

With appreciation.

Looking forward to hearing from you.

Looking forward to seeing you soon.

**Looking forward to + Ving**

Regards,

Best regards,

Warm regards,

Kind regards,

Best wishes,

Sincerely,

Sincerely yours.

Yours sincerely.

Adapted from How to End an Email Message with Closing Examples

<https://www.thebalancecareers.com/email-message-closing-examples-2061895>

## Activity 3: Language pattern

### Email Closing Format

**Write yours!**

**Closing,**

**Regards,**

**Full name**

**Tirada Phattana**

**Title**

***Assistant Director***

**Company**

**All Good Marketing**

**Phone number**

**064-884-7429**

**Email address**

**tirada\_phattana@allgoodmr.com**

**Adapted from How to End an Email Message with Closing Examples**

<https://www.thebalancecareers.com/email-message-closing-examples-2061895>

## Activity 4: Reading emails

### Read the email and answer the questions

Dear whom it may concern,

I am writing regarding the position advertised.

My name is Brad Tylor. I would like to apply for the front staff position at your company. I have attached my documents, resume and cover letter in this email.

I am enthusiastic and have more than 2 years-experience in the industry. It would be my honor to be working with you.

Any questions please do not hesitate to contact me.

Looking forward to hearing from you soon.

Regards,

Brad Tylor

850-992-7492

brad\_smith tylor@gmail.com

#### Questions:

1. Who's the sender?
2. What does he want?
3. What does he attach in the email?
4. Where can you reach him?
5. Is his language formal or informal?

## Activity 4: Reading emails

### Read the email and answer the questions **answer**

Dear whom it may concern,

I am writing regarding the position advertised.

My name is Brad Tylor. I would like to apply for the front staff position at your company. I have attached my documents, resume and cover letter in this email.

I am enthusiastic and have more than 2 years experiences in the industry. It would be my honor to be working with you.

Any questions please do not hesitate to contact me.

Looking forward to hearing from you soon.

Regards,

Brad Tylor

850-992-7492

brad\_smith tylor@gmail.com

#### Questions:

1. Who's the sender?

**Brad Tylor**

2. What does he want?

**He wants to apply for the front staff position.**

3. What does he attach in the email?

**His documents, resume and cover letter.**

4. Where can you reach him?

**Call 850-992-7492 or  
brad\_smith tylor@gmail.com**

5. Is his language formal or informal?

**Formal**

## Activity 5: Writing emails

**Read the email and choose the best answer to complete it.**

Dear **Mr. Tylor / Smith and Sir,**

Thank you for your email.

We have received your email and I have **replied / forwarded** your documents, resume and cover letter to our CEOs. They are interested in your profile and would like to make appointment for an interview. Would you be available next week? In a meantime, I have attached an application form in this email. We'll **appreciate / appreciation** if you could bring it with you on the day we meet.

Any questions please let me know.

Looking forward to **hear / hearing** from you soon.

**Regards / your sincere,**

Jessica Rose

Human Resources manager, PRO Ink & CO.

047-855-9699

jessica\_rose@proink.com

## Activity 5: Writing emails

Read the email and choose the best answer to complete it.

Dear Mr. Tylor,

Thank you for your email.

# answer

We have received your email and I have **forwarded** your documents, resume and cover letter to our CEOs. They are interested in your profile and would like to make appointment for an interview. Would you be available next week? In a meantime, I have attached an application form in this email. We'll **appreciate** if you could bring it with you on the day we meet.

Any questions please let me know.

Looking forward to **hearing** from you soon.

**Regards,**

Jessica Rose

Human Resources manager, PRO Ink & CO.

047-855-9699

jessica\_rose@proink.com

# Let's review!

## Exercise 1: Complete the dialogue with your information

Dear \_\_\_\_\_,

I am writing regarding the position advertised.

My name is \_\_\_\_\_. I would like to apply for the  
\_\_\_\_\_ position at your company. I have attached my  
documents, resume and cover letter in this email.

I am enthusiastic and \_\_\_\_\_.  
It would be my honor to be working with you.

Any questions please do not hesitate to contact me.

Looking \_\_\_\_\_.

\_\_\_\_\_,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# TIPS 1: Watch the VDO and learn

<https://www.youtube.com/watch?v=KN2jyw6D1ak>

How to prepare for an interview - 01 - English at Work has the answers



CV = curriculum vitae, resume

qualifications

Good team working

I'm particularly proud of ...

Timekeeping is important to me.

Punctuality

Please carry on.

**Sell yourself!**

**Be confident, not arrogant.**

**Give good examples.**

## TIPS 2: Watch the VDO and learn

<https://www.youtube.com/watch?v=aO3Det4ir8U>

Writing an email – 18 – English at Work has the words for perfect emails



Dear Mr. Lime ...

I hope you're well.

I am writing regarding ...

Please could you confirm ...

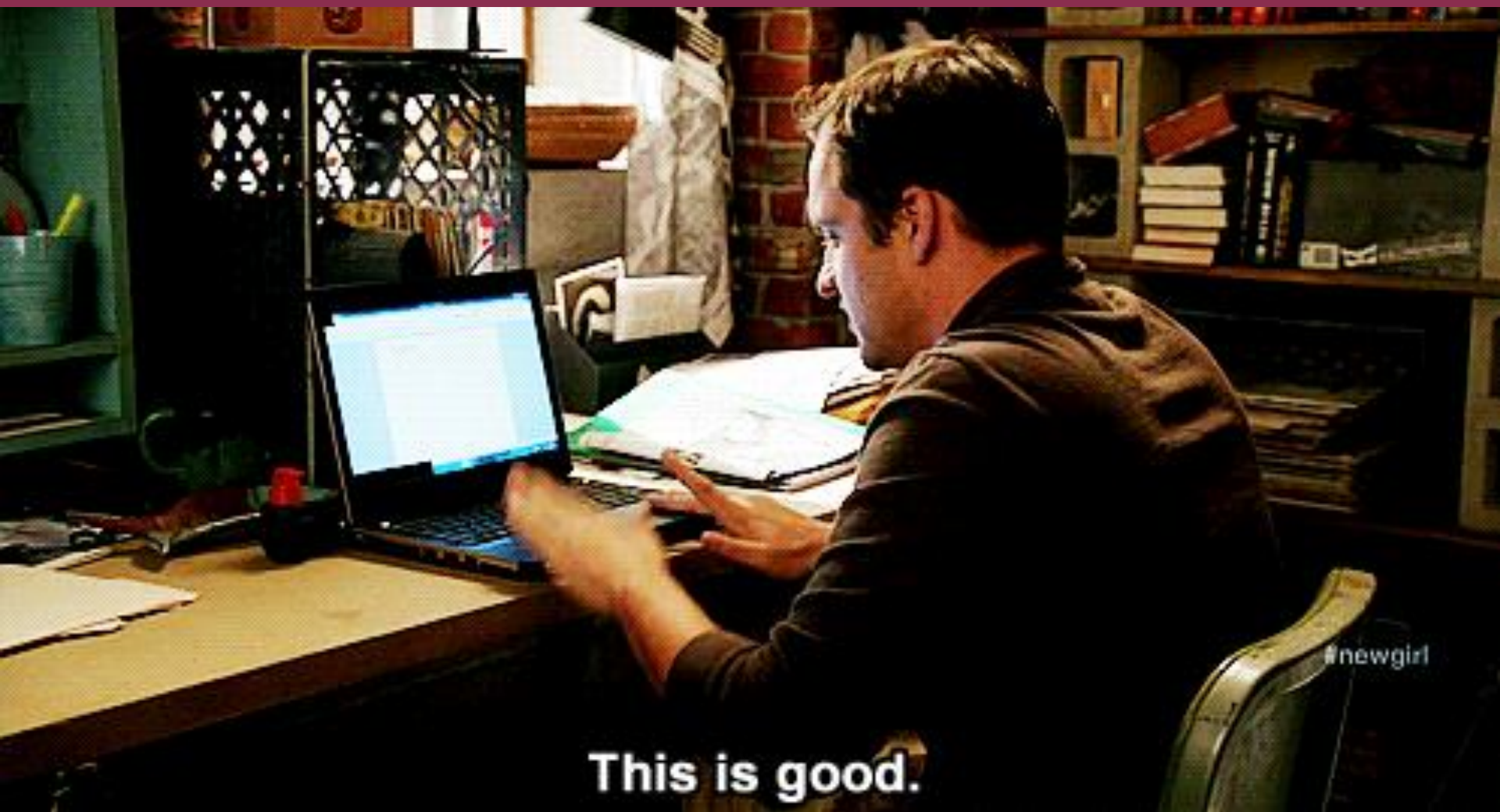
Yours sincerely,

Best wishes.

send / re-send

check / double-check

Stay professional.



#newgirl

**This is good.**