

PRACTICING WRITING E-MAIL



Writing Emails in English

Starting the e-mail

- Hi Samuel!
- My dear father...
- Dear Alex...
- Hello Michael...
- Dear Mr, Mrs, Ms...

Opening sentence

- How are you?
- How's life treating you?
- How's life?
- How are things?
- Any news?
- Anything strange?
- What are you up to these days?

Giving news

- Guess what, I've...
- I've got some good news my friend.
- Great news Mary, I've...
- Unfortunately, I've got bad news
- I'm afraid I have some bad news ☹
- Bad news Mary ☹

Closing sentence

- Well, that's all for now
- I'd better get back to work here
- I must go
- Looking forward to...
- Take care
- All the best
- All my love

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ACTIVITY

DEAR SIR OR HEY, FOLKS?

She surprised lots of people by starting an email to a group of journalists with the words "Hey, folks."

A Folks: An informal word for a group of people

B Folks: A type of music

Ms. Barry thinks "Dear" is too intimate and makes it sound like you have a personal relationship with the person you are writing to.

A Intimate: A word for people you don't know very well

B Intimate: A word for people you have a private relationship with

...now you can see emails from people starting with "hello", "hi" and even "hey".

A Hey: an informal way of saying hello to friends

B Hey: a type of dried grass

It's normal to start a formal email with 'Hey, folks'.

A True

B False

Ms. Barry thinks 'Dear...' sounds like you know the person.

A True

B False

People wrote differently before the internet.

A True

B False

it's important to be formal in a business email.

A True

B False




1. How should the subject line be

- A. Long and descriptive
- B. Short and precise
- C. A greeting
- D. Does not matter

2. Email is a reflection of (Remember the cat picture)-

- A. Designation and pride
- B. Professionalism, Values, Attention to detail
- C. Authority and status
- D. Nothing. It is used for getting work done

3. Email font should be

- A. Colourful and fancy
 - B. Black in colour, easy to read, capital alphabets only where required
 - C. Bright colours, easy to read
 - D. Bold and all capital alphabets
- 


4. Important points/words can be

- A. Mentioned repeatedly for impact
- B. Need not be highlighted
- C. Highlighted in bold/underlined
- D. Highlighted with multiple colours

5. It is important to read the email completely before responding.

- A. Only if you have time
- B. Not important at all
- C. Always
- D. Only if it is from seniors

6. Proofreading emails before hitting send is-

- A. Can be done sometimes
 - B. Not important
 - C. A best practice
 - D. Waste of time
- 


7. Speedy response improves credibility

- A. Yes
- B. No
- C. Everybody delays so that's ok
- D. Complaints can be ignored

8. The tone of your emails should be-

- A. Very aggressive
- B. Can be rude if it is not a client
- C. Bossy and rude if you are writing to junior colleagues
- D. Polite and assertive

9. While writing to a client, begin your email with a short greeting.

- A. Why?
 - B. No
 - C. Only before New year
 - D. Yes
- 


10. While setting up an appointment on email, you should

- A. Leave it open ended
- B. Never mention date and time
- C. Sometimes mention a date and leave it at that
- D. Recommend a date and time and request confirmation

11. While assigning work on email, you should

- A. Just ask them to get it done
- B. Never give any deadline
- C. Use bold alphabets
- D. Set up a deadline and follow up accordingly

12. The email signature must capture all necessary contact details.

- A. No
 - B. It is not important
 - C. Sometimes
 - D. Yes. Makes it easier for the recipient to reach out to you.
- 


13. If you don't want to type your name at the end of every email you send, what can you do instead?

- A. Don't sign it at all as people know who the email is from
- B. Only sign emails being sent to people outside of your organisation
- C. Create a signature that will attach to every email you send

14. When writing an email, your paragraphs should be -

- A. Short
- B. Long
- C. In big fonts making them easier to read

15. To attach a file what do you click on?

- A. Paper clip
 - B. Insert
 - C. New
 - D. Format
- 


16. What does the 'e' in e-mail stand for

- A. Egg
- B. Express
- C. Electronic
- D. Elephant

17. When should you pay attention to spelling and grammar in an e-mail message?

- A. Never, e-mail recipients do not expect you to use correct grammar or spelling
- B. When sending a message to a teacher
- C. When sending a message to a potential employer
- D. Always, regardless of who will receive your message

18. What information should be included in any e-mail you send?

- A. Your reason for sending the e-mail
 - B. Your phone number
 - C. Your date of birth
- 


19. What should you include in the subject line of any e-mail you send?

- A. Nothing. The subject line is optional
- B. A sentence describing why you are sending the e-mail
- C. A short phrase (3 - 5 words) describing the reason for your e-mail

20. When is it appropriate to use the 'Reply to All' button when replying to an e-mail message?

- A. Any time the original e-mail is sent to multiple people
- B. When everyone who received the original message needs to know your reply
- C. So that everyone who receives the message knows that you sent a reply
- D. It is never appropriate to use the Reply to All button

21. To sign into your gmail account, you will need your Username and your

- A. Password
 - B. Domain name
 - C. Home address
- 

22. Your email password should be shared with

- A. No one
- B. Only with people you live with
- C. Everyone


23. An Inbox is where you can find

- A. Sent email
- B. New email
- C. Deleted email

24. To write a new message/email click on the

- A. Compose mail
- B. Starred
- C. Sent mail

25. In an email message, the subject is where you type the email address of the recipient

- A. Always
 - B. Never
 - C. Sometimes
- 

26. To trash an email you no longer want to send, you should click on

- A. Send
- B. Discard
- C. Save now


27. An attachment can be

- A. Digital photos
- B. Documents
- C. All of the above

28. To attach a file to an email message you need to first

- A. Click the send button
- B. Compose a new email message
- C. Click the save now button

29. You should never never never:

- A. Attach unnecessary files to your email message
 - B. Write impolite things to the person you are emailing
 - C. Ask for or give out personal information
 - D. All of the above
- 


30. A good rule to follow is to:

- A. Reread your message before you send it
- B. Write things that make sense
- C. Use a spellcheck
- D. All of the above

31. You should check your email:

- A. Every single minute of the day
- B. When you are told to
- C. Often
- D. When the mailbox is full


32. Before you send an email:

- A. Make sure you have the correct email address
 - B. Reread the email and correct any errors
 - C. Make sure your message will not make anyone feel bad
 - D. All of the above
- 

COMMON MISTAKES

UNDERLINE THE CORRECT OR MOST APPROPRIATE WORD


I am writing with (1) connection/reference/regarding to our telephone conversation this morning about your order 7895LG. I must (2) regret/apologize/sorry for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) arrive/reach/deliver you within 10 working days. We have taken special (4) care/attention/caution to make sure that the items are exactly as you requested. Once again, please (5) take/have/accept our apologies. If you have any further questions, do not (6) stop/fail/hesitate to contact me again.




COMMON MISTAKES

UNDERLINE THE CORRECT OR MOST APPROPRIATE WORD

I am writing to you (1) affecting/connecting/concerning the meeting that we (2) combined/appointed/arranged for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (3) cancel/postpone/schedule the meeting until next week? I can make any time Wednesday or Thursday. I apologize for any (4)disadvantage/inconvenience/unfortunate this may cause, and I (5) look forward/wait/anticipate to (6) hear/hearing/know from you.



CIRCLE TRUE OR FALSE FOR THESE SENTENCES.

1. You should use polite expressions and more formal grammatical structures. **True** False
 2. You don't have to include all the points mentioned in the question. **True** False
 3. You can use contractions in a formal email. True **False**
 4. You should avoid using conventional expressions for starting and finishing the email. True **False**
 5. You should use this style for a person you don't know. **True** False
- 

WRITE A WORD TO FILL THE GAPS AND COMPLETE THE EMAIL.

1 _____ Mr Cotton, I am interested 2 _____ studying
at your language school and I am writing 3 _____ request
further information about your courses. Please could you tell me 4
_____ there are still places available on the summer courses?
I 5 _____ also like to know how much a three-week course 6
_____. Finally, I would be 7 _____ if you could
send me details of the accommodation that is available. I look 8
_____ to 9 _____ from you. Yours 10
_____,

Amit Khan



FORMAL OR INFORMAL?


1. Which is the more formal option?

- Hi Lena
- Dear Ms Sticken

2. Which is the more formal option?

- Thanks for the email.
- I am writing with reference to your email dated 14 May 2018.

3. Which is the more formal option?

- I'm sorry but ...
 - I regret to inform you that ...
- 

FORMAL OR INFORMAL?


4. Which is the more formal option?

- ... at the moment we don't have the goods you asked for.
- ... the goods you requested are currently unavailable.

5. Which is the more formal option?

- However, I can assure you that ...
- But I promise ...

6. Which is the more formal option?

- ... we'll get them to you asap.
 - ... we will deliver them as soon as possible.
- 

FORMAL OR INFORMAL?


7. Which is the more formal option?

- Please accept our apologies ...
- Sorry ..

8. Which is the more formal option?

- ... about the delay.
- ... for any inconvenience caused by this delay.

9. Which is the more formal option?

- Please do not hesitate to contact me ...
 - Feel free to ask .
- 

FORMAL OR INFORMAL?

10. Which is the more formal option?

- ... if you need any more help.
- ... if you need any further assistance.

11. Which is the more formal option?

- Yours sincerely
- Best

PROOFREADING PRACTICE

Choose the email that has no spelling or punctuation errors.

Hello again Mr Howard,
Coudl you send me the floor plans for the house?
Many thanks in advance.
andrew Pepper

Dear Mr and Mrs Carr,
I am writing to advise that your table is now ready for collection. We look forward to seeing you soon.
With many thanks for your business,
Francois Toupet
Manager, Shelley Furniture Ltd.

Hi John,
Hows it going? Let me know if you'd like a game of football this weekend.
Let's speak soon.
Ali

Dear Mr Hirashi,
Thank you coming to the office this afternoon. It was a pleasure to to meet you, and I look forward to working with you.
With best wishes,
Maria Kharpov

Dear Sir or Madam,
Please find enclosed my application for the post of Human Resources Advisor
I look forward to hearing from you.
Yours faithfully,
Jason Bridden

UNDERSTANDING EMAIL ADDRESSES

WHICH ADDRESS DO YOU USE IF YOU WANT TO:

1. organize a conference at the Beach Hotel in Bern?

vacancies@beachhotelbern.com

conferencecentre@beachhotelbern.com

hr@beachhotelbern.com

2. apply for a job at the Beach Hotel?

IT@beachhotelbern.com

conferencecentre@beachhotelbern.com

vacancies@beachhotelbern.com

3. contact the Human Resources department at the Beach Hotel?

hr@beachhotelbern.com

gym@beachhotelbern.com

IT@beachhotelbern.com

READ & ANSWER

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



1. Who is the email from?

- a) Samir b) Sales Team c) Hatem Trabelsi


2. What is the name of the attachment?

- a) Sales Team b) Meeting next week c) New proposal

3. What does the writer want you to do?

- a) contact Hatem and Patricia b) read the attachment c) organise a meeting

4. Who has received the email?

- a) only you b) you and everyone in the Sales Team
c) you, everyone in the Sales Team, Hatem Trabelsi and Patricia Bartlett
- 

CHOOSE THE BEST WORDS

1. Most emails that you get go straight to your (1).

Drafts

Inbox

Contacts

2. But if your server doesn't recognize the address of a sender, it will probably put the email in the (2) folder.

Deleted

Sent

Junk email

3. Don't worry – just look in the (3) folder. It's probably still there.

Deleted

Drafts

Contacts



4. So why not put them into (4) to make them easy to find?

folders

Junk email

Sent

5. You can do this for any emails you wrote too – you can find them in (5).

Inbox

Sent

Deleted

6. You don't need to do this – use your (6) as an address book, and it can store all these details for you.

folders

Contacts

Drafts

7. Don't worry – just save it under (7) and finish it later!

Deleted

Junk email

Drafts



ENDINGS

Which phrases are an appropriate way to end a formal email? (Three are not.)

- Yours truly,
- With best regards,
- For your information
- Yours sincerely,
- For Attention Of:
- Best wishes,
- To Whom It May Concern:
- Yours faithfully
- With many thanks and best wishes,

CHOOSE THE CORRECTLY PUNCTUATED EMAIL.

Dear Mr Chan

Thank you for your last email Are you free to talk about it on the phone tomorrow at about 3:30 I can call you then if it is convenient Could you please let me know

I look forward to hearing from you soon

With best wishes

Nguyen Minh Chau

dear mr chan

thank you for your last email are you free to talk about it on the phone tomorrow at about3:30 I can call you then if it is convenient could you please let me know

I look forward to hearing from you soon

with best wishes

Nguyen Minh Chau

Head Teacher – Vietnam International School

Dear Mr Chan,

Thank you for your last email. Are you free to talk about it on the phone tomorrow at about 3:30? I can call you then if it is convenient. Could you please let me know?

I look forward to hearing from you soon.

With best wishes,

Nguyen Minh Chau

Head Teacher – Vietnam International School

ASSIGNMENT

E-mail (1)

You are an employer in a company and you are sending an e-mail to Dr. John Kem to advertise a new product.

E-mail (2)

You are applying for a job as a “technologist “in “New Horizon Company”, you are addressing HR manager.

E-mail (3)

You want to complain about a bad quality product that you have received in the firm you are working in. so send an e-mail to ask for replacing the product.

E-mail (4)

You want to order a product for your factory from an international company.

Note: mention the quantity, color, and size of the tools.

Please send an e-mail to daliahossam40@gmail.com deadline is 10-3-2023