UNIT 1.3: Writing emails

Brainstorming: Email Etiquette

* How often do you experience stress or anxiety when dealing with emails in your daily routine?
* What specific aspects of email communication cause you the most stress or frustration?
* Have you ever found yourself overwhelmed by the sheer volume of emails in your inbox? If so, how do you manage this situation?
* Do you have any specific strategies or techniques for organizing and prioritizing emails effectively?
* How do you handle urgent emails that require immediate attention while still managing your regular tasks?
* Are there any particular rules of thumb or best practices you follow when composing and sending professional emails?
* Do you use any email management tools or software to streamline your inbox and improve your email productivity?
* Have you ever encountered any miscommunication or misunderstandings via email? How do you address or prevent such situations?
* How do you handle email etiquette when dealing with colleagues, supervisors, or clients? Are there any cultural differences you consider?
* Do you set specific boundaries for email communication outside of working hours?
* How do you manage work-life balance concerning emails?
* Do you prefer short and concise emails or more detailed and elaborated ones? How does this preference impact your communication style?
* How do you handle email follow-ups and reminders without coming across as pushy or intrusive?
* Do you use any specific techniques to avoid email procrastination and respond to emails promptly?
* Have you ever faced any security or privacy issues related to email communication? How do you ensure the safety of sensitive information?
* (AT SCHOOL) What role does email play in your overall communication strategy, and how do you balance it with other forms of communication, such as instant messaging or face-to-face meetings?
* How do you deal with spam and phishing emails, and how do you ensure you do not fall victim to online scams?
* Have you ever experienced an email miscommunication that led to significant consequences, and what lessons did you learn from that experience?

**True or false? What’s your opinion?**

* It is advisable to send an email with additional information within 24 hours after an interview.
* Including all the interviewers in the same email is better than sending separate emails to each person.
* Nowadays, sending emails containing grammatical mistakes is not such a big deal.
* When you don't know the person, it's okay to be casual or use acronyms.
* Sending many emails to your future employer is not seen as harassing.
* When you answer quickly after receiving an email, your answer should be as short as possible.
* You can send the interviewers any personal social media links (Instagram, Facebook…)
* Writing a detailed subject content such as Job Reference 25638\_Turner Anthony (Fri. 25th March 2022) can be seen as “too much”.
* You can remind the interviewers of your qualifications and offer links to your online portfolios and other professional sites.
* It's okay to use bullet points and headings in an email.
* It's okay to use capital letters.
* You should update the subject of the email each time you reply.

🧩 Vocabulary: Phrasal verbs and words frequently used in emails

|  |  |
| --- | --- |
| Sentence | Answers |
| Hi John, due to a scheduling conflict, we have to ........................ the training session to next Monday. I apologize for any inconvenience caused. | * Check out * Cut off * Puch back * Run into |
| Dear all, please be informed that the project deadline has been ........................ due to unforeseen circumstances. The new deadline is now next Friday. | * Call off * Put off * Set up * Back up |
| Hey Sarah, thanks for your prompt response. Let's ........................ on the action items discussed in the previous meeting. I'll take care of the first two, and you can handle the rest. | * Look into * Check out * Get on * Follow up |
| Hi team, We need to ........................ a solution to the technical issue we've been facing with the website. I suggest we have a brainstorming session tomorrow morning. | * Call off * Figure out * Put off * Check out |
| Hi everyone, I just wanted to remind you that our weekly team meeting will take place at 3:00 PM today. Please make sure to attend, as we have some important updates to ........................ | * Get on * Go over * Run after * Run into |
| Dear Mr. Smith, The client requested some changes in the proposal. Let's ........................ those updates and send the revised version by tomorrow. | * Set up * Cork on * Figure out * Call off |
| Hi Susan, I hope you are doing well. I just wanted to ........................ if you received the report I sent yesterday. Let me know if you need any further information. | * See to * Look into * Put off * Check out |
| Dear team, due to the public holiday on Monday, we need to ........................ the project deadline to Tuesday end of day. | * Call off * Put off * Set up * Follow up |
| Hi Alex, I just wanted to ........................ on the status of the report you were working on. Could you please let me know when it'll be ready, | * Sort out * Go over * Pull off * Follow up |
| Dear team, We need to ........................ the issue with the login page on our website. It's causing inconvenience to our users, so let's prioritize it this week. | * Take over * Sort out * Check in * Run into |

🧩 Vocabulary: Complete each email with the right words

**AN ASSET – PROGRAMMING – SINCERELY – INCLUDED – WHILE - LOOK FORWARD TO – EXPERIENCE – TO EXPRESS MY INTEREST IN**

Dear Hiring Manager,

I am writing .......................................... the Web Content Manager position listed on MediaBistro.com.

I have .............................. building large, consumer-focused health-based content sites.

................................ much of my experience has been in the business world,

I understand the social value of the non-profit sector and my business experience will be ................................. to your organization.

My responsibilities .......................................... the development and management of the site’s editorial voice and style,

as well as the editorial calendar, and the daily content ........................................ and production of the website.

I ........................................... hearing from you soon.

.....................................,

**CONSIDERATION – LIVE-USE APPLICATIONS – APPLY FOR – KEY STRENGTHS – ENCLOSE – PROVIDE – STRIVE FOR – APPEALING – BEST REGARDS – RESUME – AT – APPLYING – COMPREHENSIVE UNDERSTANDING**

Dear Mr. Gilhooley,

I am writing to ....................... the programmer position advertised in the Times Union.

As requested, I ........................... a completed job application, my certification, my resume, and three references.

The role is very ................................... to me, and I believe that my strong technical experience and education make me a highly competitive candidate for this position.

My .................................... that would support my success in this position include:

● I have successfully designed, developed, and supported ......................................

● I continually ........................... excellence.

● I ................................... exceptional contributions to customer service for all customers.

With a BS degree in Computer Programming, I have a ........................................ of the full lifecycle for software development projects.

I also have experience in learning and ................................... new technologies as appropriate.

Please see my ...................................... for additional information on my experience.

I can be reached anytime via email ........... john.donaldson@gmail.com or by cellphone, (+32)477253639.

Thank you for your time and ................................. I look forward to speaking with you about this employment opportunity.

......................................,

John Donaldson

**COMPUTER MANAGER – SHARE MY INSIGHTS AND IDEAS – LEVERAGE –   
A COVER LETTER – MY DEEP INTEREST IN – CELL**

Dear Mr. Roger,

I have attached my resume and ..................................... for the programmer position at GAMECORP (job reference: COMP256839).

As a dynamic and enthusiastic ......................................,

my goal is to ................................ my skills and knowledge to help your company reach its goals.

I think my experience as a gamer and ........................................ game development could be a real asset for your company.

I am looking forward to meeting you in person to .............................................. on the future development and management of the internal platforms and software used at GAMECORP.

Sincerely,

Jacob London

Computer Manager and Programmer

Email: jacoblondon@gmail.com

..............: 258 369 258

💬 Proofreading - Email 1

Dear Sir,

I hope this email find you well. I am writing you to ask for some informations regarding the project we discussed the last week. I am very interested by the opportunity, and I would like to know if you can provide to me the necessary details as soon as possible.

Also, I would appreciate if you can send me the updated documents for the contract. This will help me to plan in advance and ensure that everything is well organized for the next steps.

Thank you in advance for your help. I look forward to hear from you soon.

Best regards, Jean Dupont

💬 Proofreading - Email 2

Subject: Follow up about the meeting

Dear Mrs. Johnson,

I hope this email finds you in a good mood. I am writing to follow up on our recent discussions about the new marketing campaign for the upcoming product launch. First of all, I would like to thank you again for the opportunity to collaborate on this exciting project. I am looking forward to work with you and your team, and I believe we can achieve great results together.

However, I would need some clarifications regarding the timeline and the next steps. It would be helpful to know the exact deadlines for each phase of the project so that I can organize myself accordingly. Could you please confirm the final delivery date and provide me with more details about when you expect the initial draft of the campaign plan?

I also wanted to clarify some points concerning the budget. As discussed, the initial proposal seems feasible, but I noticed there might be some expenses that are not included. Could you please provide me with a more detailed breakdown of the costs? This will help me better understand the scope of the budget and avoid any unexpected surprises later on.

Additionally, could you confirm if we are going to have a follow-up meeting next week, or should I schedule one myself? I would be happy to set up a time that works best for you. I believe it is important that we touch base regularly to make sure everything stays on track and to address any concerns or questions as they arise.

Thank you very much for your attention to these points. Please feel free to reach out in case of any doubt or if you need further information from me. I remain at your entire disposal for anything you might need.

I look forward to hear back from you and to starting the work on this project soon.

Best regards,  
Sophie Dubois

❤️ Theory: Email Etiquette

✔️ Do's:

* Use a Professional Email Address: Use an email address that reflects your name or a professional identity, rather than a personal or overly casual email.
* Use a Clear and Descriptive Subject Line: Write a subject line that accurately summarizes the content of your email. This helps recipients understand the purpose of your message at a glance.
* Address the Recipient Appropriately: Use a proper salutation based on the level of formality and familiarity with the recipient (e.g., "Dear Mr. Smith," "Hi Jane," "Hello Team").
* Keep Your Message Concise: Be clear and to the point. Avoid lengthy, convoluted emails that may confuse the recipient.
* Use Proper Grammar and Spelling: Proofread your emails for grammar and spelling errors before sending. Poor language can make you appear unprofessional.
* Be Mindful of Tone: Use a polite and respectful tone in your emails. Avoid sounding confrontational or overly casual when it's not appropriate.
* Use Formatting Wisely: Use paragraphs, bullet points, and formatting (bold, italics) to make your email more readable and organized.
* Reply Promptly: Respond to emails in a timely manner, especially in professional settings. Acknowledge receipt and set expectations for when you will provide a more detailed response if necessary.
* Use Cc and Bcc Thoughtfully:
* When using the "Cc" (carbon copy) and "Bcc" (blind carbon copy) fields, ensure that recipients need to be included and are aware of why they are receiving the email.
* Include a Signature: Use a professional email signature that includes your full name, contact information, and any relevant job title or organization.

❌ Don'ts:

* Don't Use an Inappropriate Email Address: Avoid using email addresses with unprofessional or offensive words or phrases.
* Don't Leave the Subject Line Blank: An empty subject line may cause your email to be overlooked or marked as spam.
* Don't Use All Caps: WRITING IN ALL CAPS CAN COME ACROSS AS SHOUTING and is generally considered impolite.
* Don't Overuse Exclamation Points: Excessive use of exclamation points (!!!) can make you appear overly excited or emotional. Use them sparingly.
* Don't Forward Chain Emails:
* Avoid forwarding chain emails, spam, or irrelevant content to others. It can be considered unprofessional.
* Don't Reply to All Unnecessarily: Only use "Reply All" when all recipients need to be part of the conversation. Unnecessary replies can clutter inboxes.
* Don't Use Slang or Abbreviations Excessively: While some informal language may be acceptable in casual emails, avoid excessive slang or abbreviations in professional communication.
* Don't Send Large Attachments Without Warning: If you need to send a large attachment, inform the recipient in advance or use a file-sharing service.
* Don't Use Email for Sensitive or Personal Matters: Avoid discussing sensitive or personal issues over email. Use more secure and private channels for such conversations.
* Don't Neglect to Check for Attachments: If you mention attachments in your email, ensure that they are attached before hitting send.