

Activity: Writing Formal and Informal Emails

Task A – Formal Email

Scenario: You work in the IT department of a company. Write an email to a software supplier because a new program isn't installing correctly.

Subject: Request for Technical Assistance with Server Update

Dear Support Team,

My name is Cristina Sandoval, and I work in the IT Department at Ayesa. We are currently experiencing an issue with the latest server update. The installation process does not progress beyond 70%, and an error message appears each time the process stops.

We have attempted to restart the installation multiple times, but the issue persists.

I would appreciate it if you could provide guidance or a patch to help us resolve this problem as soon as possible, as our team requires the software for an upcoming project.

Thank you in advance for your assistance.

Kind regards,
Cristina Sandoval
IT Support Technician
Ayesa
cristinasandoval@ayesa.com

Task B – Informal Email

Scenario: You are writing to a classmate or colleague about a project you're working on together.

Subject: Quick question about the project!

Hey Dani,

Hope you're doing well!

I wanted to ask if you've finished the E/R diagram for the Data Access project. I'm going to start creating the database, and I need the relationships to do it properly.

Also, I think we should add a new table, but we can talk about that tomorrow in person.

Let me know!

See you,

Cristina Sandoval.

Cold Email

Subject: Collaboration Proposal – Personalized Study App

Hi Ms. Parker,

I hope you're doing well. My name is Cristina Sandoval, and I'm a Multiplatform Application Development student from Spain.

I've been following your company's work on innovative educational tools, and I truly admire your approach to digital learning and user-centered design.

I am currently developing an Android application that helps students identify the study method that works best for each subject through an initial assessment. The app includes several features such as: a virtual assistant that guides students in creating study materials, a planner for tasks and exam dates, and personalized reminders (e.g., "Remember, your English exam is in two days - time to review!").

I would love the opportunity to explore potential collaboration or simply exchange ideas with your team. Would you be open to a short online meeting sometime next week?

Thank you very much for your time and consideration.

Best regards,
Cristina Sandoval
Multiplatform Application Development Student
cristinasandoval@gmail.com