Lesson 18: Professional Email Communication

Goal: Learn the structure and key phrases for writing professional emails.

I. Icebreaker: "Two-Word Story" (5 minutes)

Instructions: "Let's warm up our brains with a quick and fun storytelling game. We're going to build a story together, but you can only say two words at a time."

- The teacher starts with two words, for example: *"Yesterday, I..."*
- The next student adds two words to continue the story: *"...received an..."*
- The next student adds two more: *"...important email..."*
- Continue the chain around the room. The story will get silly!

II. Choral Reading: Key Phrases for Professional Emails

 (15 minutes)

Instructions: "Today, we are focusing on professional emails. Writing clearly is just as important as speaking clearly. Let's learn some key phrases. Please listen and repeat after me."

1. Greeting (The Opening):
- Formal: **"Dear Mr./Ms. [Last Name],"**
- Standard: **"Hello [First Name],"**
- Friendly: **"Hi [First Name],"**

2. Opening Line (The Purpose):
- "I am writing to you about..." ***...the new safety report for the production line.***
- "I am writing to follow up on..." ***...our conversation about the Q4 budget.***
- "This is just a quick note to..." ***...confirm your interview time for tomorrow.***

3. Making a Request:
- "Could you please...?" ***...send me the final invoice for order #552?***
- "I would appreciate it if you could..." ***...review the new employee handbook.***

4. Attaching a File:
- "I have attached..." ***...the quality control checklist for the new transformer model.***
- "Please find the attached..." ***...report on last month's production numbers.***

5. Closing Line (The Next Step):
- "I look forward to hearing from you..." ***...regarding the supplier contract.***
- "Thank you for your time and consideration..." ***...on this budget proposal.***

6. Sign-off:
- Formal: **"Sincerely,"**
- Standard: **"Best regards,"**
- Friendly: **"Thanks,"**

III. AI Activity: The "Instant Reply" (15 minutes)

Instructions: "Now, let's practice drafting an email with some help from technology. We will use an AI tool to help us write a professional reply quickly."

Scenario:

> *"Hi team, Could you please send me the final report for the Q3 project? I need it by the end of the day. Thanks, Alex"*

Task:
Type the following prompt into an AI tool as a class.

> **PROMPT:**
> *"You are a professional assistant. Write a short, polite email replying to Alex. Say that the report is attached and confirm that it is the final version. Use a professional and friendly tone."*

Read the AI-generated response together and discuss what makes it a good email.

IV. Game: "Email Scramble Race" (20 minutes)

Instructions: "In your teams, you will race to unscramble mixed-up sentences to build a complete, professional email. The first team to assemble the email correctly wins!"

How it works:
- Divide the class into 2-3 teams.
- Give each team a set of shuffled "Email Scramble" cards.
- On "Go!", teams work together to put the cards in the correct order: Greeting, Opening, Main Message, Attachment, Closing, and Sign-off.
- The first team to arrange their cards correctly and read the complete email aloud wins.

V. Cool-down: Group Discussion (5 minutes)

Instructions: "Great job today, everyone! Let's quickly discuss."

- What is the most important part of a professional email?
- How can using an AI tool help you with your writing?
- Which phrase from today will you use the most?