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INGLÉS PARA DESARROLLO DE Software

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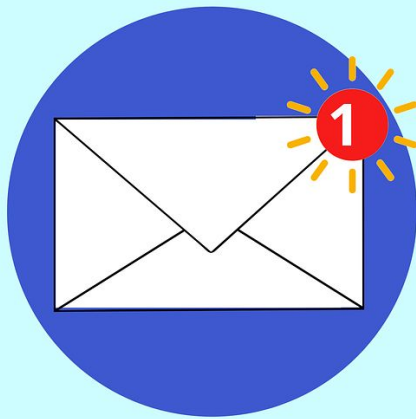


Clase N°10

MÓDULO 3

Pasado simple. Elaborando mi perfil profesional: curriculum vitae. Entrevista laboral. Estrategias para la comunicación: Información personal. Preguntas con WH (where, why, how...). Frases y vocabulario para redactar emails. Cómo redactar correos electrónicos. Mensajes de textos y llamadas en situaciones formales.

¿Cómo redactar emails?





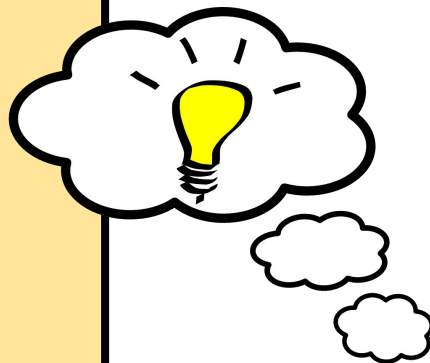
Recommendations

¿Qué debo tener en cuenta al escribir un email?



Organiza la información antes de empezar

El primer paso es tener claro qué vas a decir.



Acierta con el saludo y la despedida

Los saludos y despedidas son una de las características más importantes de los emails y las cartas formales, así que acertar con el más adecuado es imprescindible para dar una buena impresión.



Apóyate en expresiones y frases hechas

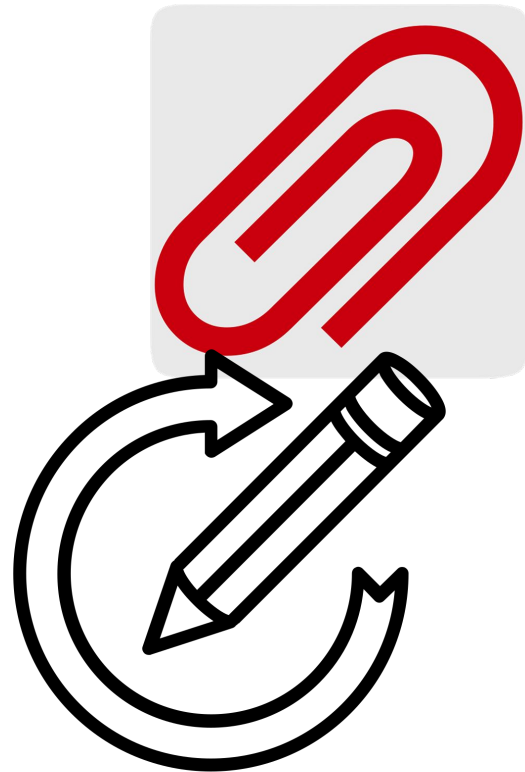
A la hora de escribir un email, hay muchas expresiones y frases hechas para diferentes situaciones que pueden ayudarte mucho a la hora de organizar tus ideas y expresarte correctamente

¡Cuidado con el asunto y el archivo adjunto!

- El asunto. Si estás respondiendo a un email anterior, mejor dejarlo como estaba. Pero si empiezas un nuevo hilo, intenta que sea lo más descriptivo y claro posible.
- Para asegurarte de que no te olvidas de los archivos adjuntos, es buena idea acostumbrarte a añadirlos al principio del todo y no escribir la dirección del destinatario hasta el final.

Revisa siempre lo que has escrito

Si estás enviando un email imprescindible, lo último que quieres es que haya un error de *spelling* así que ¡no te olvides de revisar!



Tipos de emails

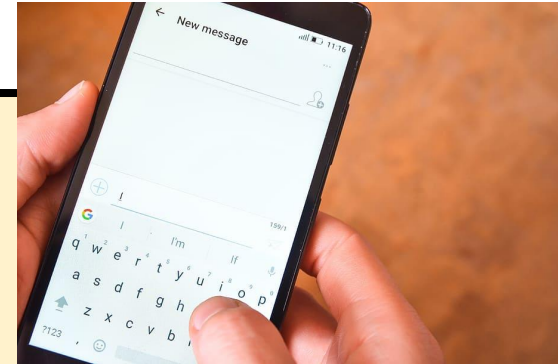


- Formales e informales
- Para presentar quejas
- Para dar información
- Para pedir información



Tips para escribir un email formal

- Este tipo de email se utiliza en entornos profesionales
- Se emplea cuando nos dirigimos a personas con las que no tenemos confianza, a empresas y organizaciones
- Por lo tanto nuestro vocabulario debe ser formal
- No debemos utilizar contracciones por ejemplo: I DON`T





Structure of an email

- Subject line: (asunto)
- Greeting
- Introduction
- Body
- Closing/ sign-off

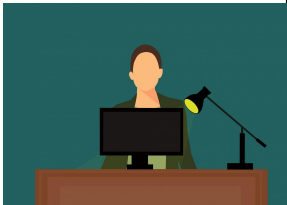




Subject line

The *subject line* highlights the importance of an Email and the key information or topics within the message.

- Make the subject line clear, concise, and meaningful It should summarize, not describe.
- Avoids one-word descriptions (e.g., Important, Help, or Urgent).
- Change the subject line if it is vague, messy, or not related to the message.

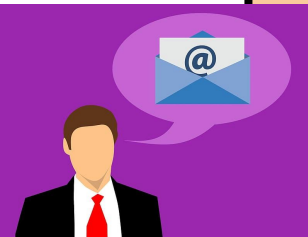
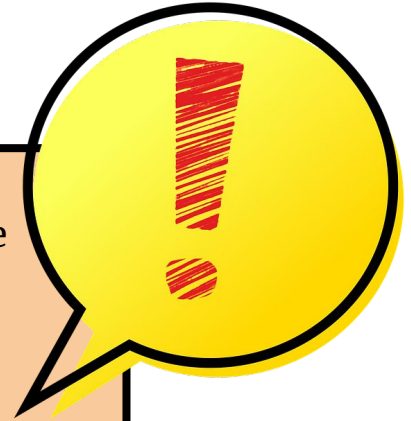




Greeting

The ***greeting*** makes your first impression – ensure you identify people cordially and properly!

- Use the addressee's name and title if it is a formal message.
- Casual business communications do not always need a formal greeting – they can often just list the recipient names.



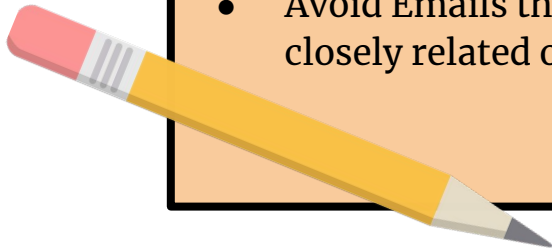


Introduction



The *Intro/Purpose* provides a summary of the issue or request. By reading the intro, the recipient understands the context of the detail to follow

- Clearly and concisely explain the purpose, question or issue.
- One or two sentences at most - you will add the necessary detail below.
- Avoid Emails that span more than one topic or request, unless they are closely related or linked.





Body



The *Detail/Body* provides the background information about the issue or needed to help answer the question.

- Provides the necessary background or supporting detail.
- Limit yourself to several bullet points or a few, short paragraphs. Only provide the minimum information needed to explain the issue or ask the question.
- When the Email has a file attachment, ensure you refer to it in the message, what it contains, and any actions needed.
- Be polite, professional, and respectful when presenting issues or asking questions. Avoid sarcasm, jokes, humor, or tone that can be misinterpreted.

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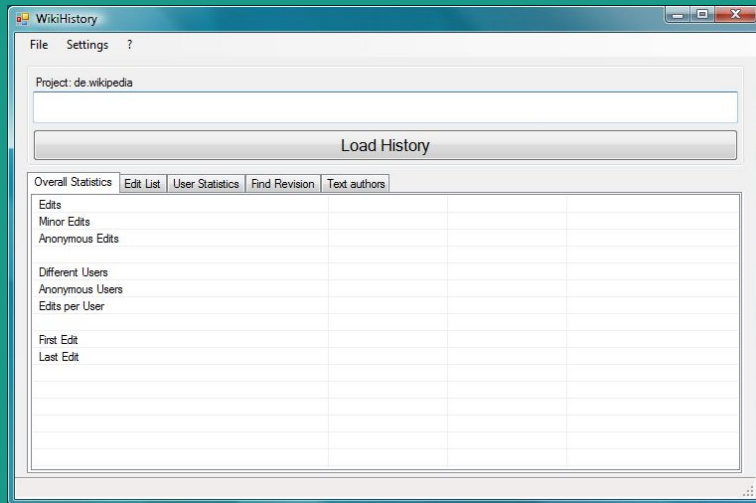
Closing/sign-off

The *Sign-off* is where you provide a courteous "thank you" for assistance and provide required contact information.

- Uses phrases or words conveying respect and formality (e.g., "Sincerely," "Best regards," "Best").
- Include signature lines that contain helpful contact information.



Expresiones y frases para redactar emails





Saludo

Dear sir/madam

Dear Mr./Mrs./Ms. Piper

Ve directo al grano

Al redactar una carta tenemos que ser directos en lo que queremos decir.

- *I'm writing regarding ...*
- *I'm writing in regards to ...*
- *I would like to ask you about ...*
- *Following up on our recent phone call ...*



Si adjuntas un archivo

- *Please find the file attached.*
- *As requested, please find the document attached in this email.*
- *Please find my CV attached in this email.*

Para pedir una respuesta

- *I await a response at your earliest convenience.*
- *Could you please let me know by tomorrow the latest?*
- *I'd really appreciate if you could let me know by tomorrow.*
- *I'd appreciate your help in this matter.*
- *Please keep me informed of any updates.*

Despedida

- *Please let me know if you have any questions.*
- *Should you have any questions, please let me know.*
- *I look forward to hearing from you soon.*
- *I look forward to your reply.*



Cierre

Muy formal:

- *Yours faithfully*, (si no conoces el nombre de la persona).
- *Yours sincerely*, (si conoces el nombre de la persona).

Formal:

- *Sincerely*,
- *Kind regards*
- *Best regards*,
- *Best wishes*,

Vocabulario para email presentando quejas



The reason for writing

- I am writing to express my strong dissatisfaction (*escribo para hacerles saber que estoy muy insatisfecho*)
- I am writing with regard/reference to... (*escribo en relación a...*)
- I would like to draw your attention to... (*me gustaría llamar su atención sobre...*)

What went wrong

- To make matters worse (*para empeorar aún más las cosas*)
- I was deeply offended by... (*me sentí muy ofendido por...*)
- There seems to be some misunderstanding regarding... (*parece que hay un malentendido acerca de...*)

What you would like to happen now.

- I must insist on a full refund (*debo insistir en que se me devuelva la totalidad del importe*)
- It would be grateful if you could... (*le estaría agradecido si pudiera...*)





Vocabulario para email dando información



State your purpose for writing is providing information

- I'm writing in reply to your letter asking for information about
- I'm writing in reply to your request for information regarding
- I'm writing to provide information about

Additional information

- I wish to tell you that...
- I am pleased to inform you that...
- You might also find it useful to know that...
- I wish to provide you with...
- It might be interesting for you to know that...



Closing paragraph

- I hope that I have been of some assistance to you.
- I hope you find this useful ...Please inform me if I can be of any further assistance.
- I hope I have answered some of your questions.
- Please do not hesitate to contact me if you require/want any further information or assistance.



Vocabulario para email preguntando por información



Asking for information

- *I am writing to enquire about...*
- *I would be grateful if you could give me some information/further details about..*
- *I would appreciate some information about...*
- *I would be interested to receive further details about...*

Body

We can use one paragraph for each of the points we want to ask about. And at the beginning of each paragraph, we should use connectors to order our points.

- *Firstly/First of all,...* (paragraph 2)
- *Secondly/In addition/I would also like to know,...* (paragraph 3)
- *Finally,...* (paragraph 4)

Closing line

Right before the signature, you should write some closing remarks. Here you have some useful language.

- *I look forward to hearing from you.*
- *I look forward to receiving the requested information.*
- *I would appreciate it if you could answer my questions as soon as possible.*



Ejemplo: email of complaint



Dear Sir/Madam:

Recently I stayed at your hotel and got some complaints about your services and hotel conditions.

The room service is so slow. I am usually tolerant and know that 10 or 15 minutes is a normal waiting time. But during my stance, services delayed little more than an hour, and I think this is not normal. The bath services don't work well. The warm water faucet doesn't work during the nights, and the staff cannot explain why, when I asked they only said that "it will be working soon".

Finally, there was a problem with your food service. The one day I ate in your hotel restaurant, food wasn't in good condition, and caused me stomach upset that, I knew some hours late, affected other guests.

I wish you can address these issues soon, and the next winter everything works as your hotel used to have higher standards.

Faithfully



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