

COMMUNICATION

Writing a short email

LEVEL

Intermediate (B1)

NUMBER

EN_B1_1113X

LANGUAGE

English

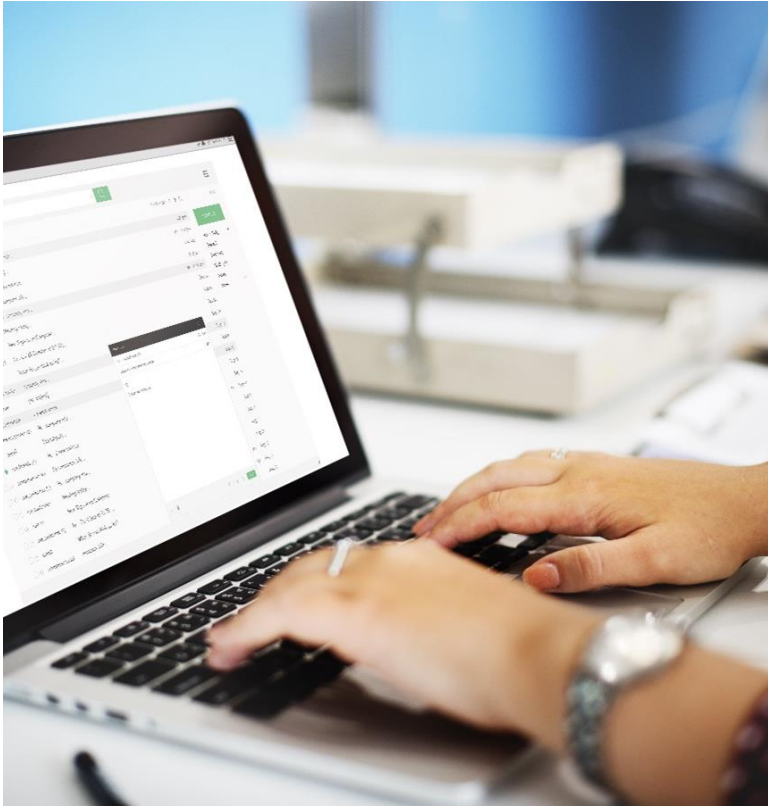
Learning outcomes

- I can identify and explain the differences between formal and informal emails.
- I can write a brief email to a colleague to politely request something.



Warm-up

1. **Interview** one of your classmates, either in the classroom or in breakout rooms.
2. If in breakout rooms: **share** one interesting fact about your partner when you return!



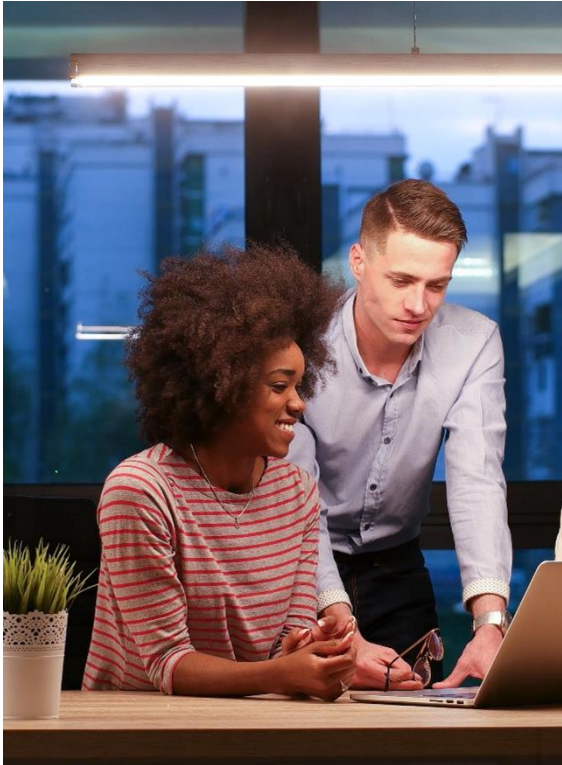
What was the last email you wrote about?

How often do you write emails in English?

What do you find most difficult about writing emails in English?

Some *do's* and *don'ts* of emails

1. **Read** these tips for writing emails.
2. **Highlight** the two do's and the two don'ts. Can you think of any other tips?



Writing in long,
complicated sentences

Having a short, concise
subject line

Using questions with
would you... and *could
you...*

Using phrases like
I want you to... and
You must...



Reading

Read this email Laura Chappell, owner of perfume brand *Fragrances by Laura*, gets in her inbox.

General enquiry



To: contact@fragrancesbylaura.com

Dear Ms. Chappell,
I hope this email finds you well. I am contacting you as your website recently caught my eye.

Kleine Parfums is a small ladies' boutique in Berlin. We sell an exclusive range of luxury goods and are considering including your perfumes in our selection. In order for me to learn more about you and your brand, I would be grateful if you could send me a copy of your price list as well as some samples of your products.

I look forward to hearing from you.

Yours sincerely,
Heike Müller- Purchasing - *Kleine Parfums*



1. Do Laura Chappell and Heike Müller know each other personally?
2. Where does Heike Müller work?
3. What two things does Heike Müller ask for?



Reading

Read this email Phil Brown receives in his inbox.

Tuesday's shift



To: philbrown@phoenixgeneralhospital.med

Hi Phil,

How are things? Wanted to ask you a quick favour. Could you possibly swap shifts with me on Tuesday, so I work the early one?

My parents are visiting from Chicago and I need the afternoon off to go and meet them. Could you let me know ASAP, please?

Would be great if I could give management an answer by the end of the day.

Hope to hear from you soon,
Cilia



1. What is the relationship between Cilia and Phil?
2. What does Cilia want Phil to do?
3. How soon does Cilia need an answer from Phil?



Formal and informal emails

**Compare the two emails
you have just read.**

**Which email is more formal? Which email is
more informal? Give reasons for your answers.**



Discuss

**When was the last time
you wrote a formal
email?**



**Who did you write it to?
What was it for?**



Categorise the sentences

Decide if these phrases are more suitable for a formal or informal email.

1 I would be grateful if you could...

2 How are things?

3 I hope this email finds you well.

4 Hope to hear from you soon.

5 I look forward to hearing from you.

More formal email

More informal email



Structuring an email

Read the typical email structure below. **Give** some examples of phrases for each section.

1

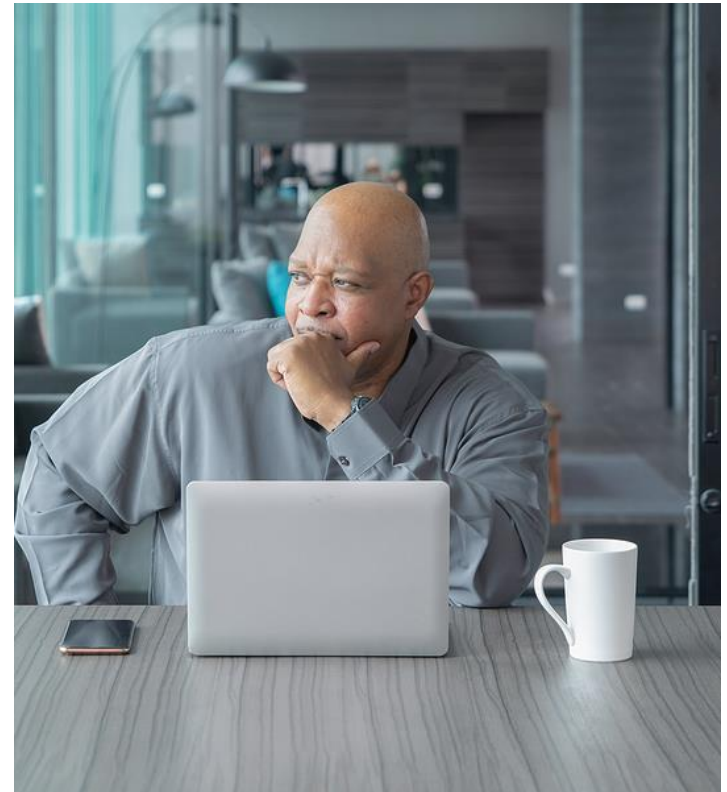
Greeting
+
Opening sentence

2

Main part

3

Closing sentence
+
Signature





Parts of an email

Match the sentences with the correct part of the email. Where would be the best place to include a **polite request**? In the opening, main part or closing of an email?

1 Best regards,

2 Hi Tom,

3 Could you send me a copy of that document?

4 Hope to hear from you soon,

5 Dear Ms Hardway,

a More informal greeting

b More formal closing

c More informal closing

d More formal greeting

e Polite request



Could you let me know
ASAP?



What does the abbreviation in purple mean? Can you think of any other abbreviations that you might use in an email?



Sam_Smith@splotmail.com

@ _ Aa _ .

Label the symbols we use in emails:

dot

at

upper/lower case

underscore

hyphen

Can you read out the email address to the class?



Making a request

Read the example below and **answer** the questions in the blue box.



Could you possibly swap shifts with me on Tuesday?



Yes, that's no problem!

- Can you identify the **adverb** in the request?
- How does the use of this adverb change the **tone of the request**?



Make a polite request with *Could you possibly...?*

1



You can't attend a meeting. You need a colleague to go in your place.

2



You can't go to your friend Helen's birthday party on Saturday, but you bought her a gift. A friend of yours is going, though!

3



You have a bad headache and you know one of your colleagues has aspirin at her desk.

4



You need to hang some heavy pictures on your wall but don't have any tools. Your brother has lots!


Writing an email to a colleague

You need to ask a colleague for a favour. Decide **what favour you need to ask them** and **why it's important**. Then, **write them a short email** (5-6 lines in total). Your teacher will correct it.

- Hi...
- Could you possibly...?
- Hope to hear from you soon.



A large white rectangular area with a blue folded corner at the top left, containing ten horizontal lines for writing an email.



End of the lesson

Idiom

Gratitude is the sign of noble souls

Meaning: Giving thanks shows good character



Additional practice

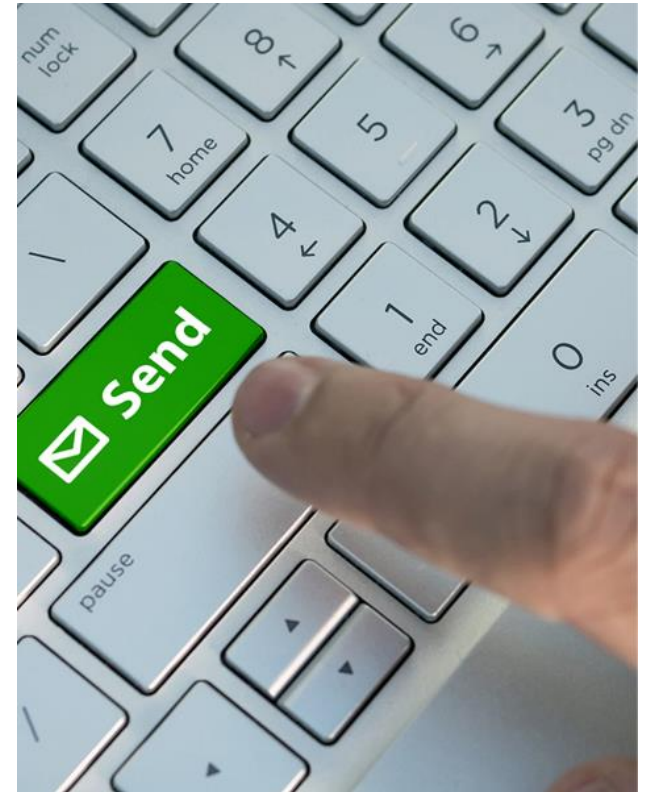


A final tip

K.I.S.S.

Keep it short and simple

**When in doubt, *K.I.S.S.*!
What are some of *your* tips for
writing a good email?**





Multiple choice



1 A good subject line should be...

a. short and simple

b. long and in full sentences

2 *Could* and *would* are used for...

a. direct requests

b. polite requests

3 A salutation is a form of...

a. farewell

b. greeting



Categories

Categorise the words or phrases below under the headings *formal* or *informal*.

1. Speak soon

2. Best regards

3. FYI

4. How's it going?

5. Dear Mr Wong

6. Yours sincerely

7. Hey Gwen,

8. I look forward to hearing from you

9. Hi Joe,

10. I would be grateful

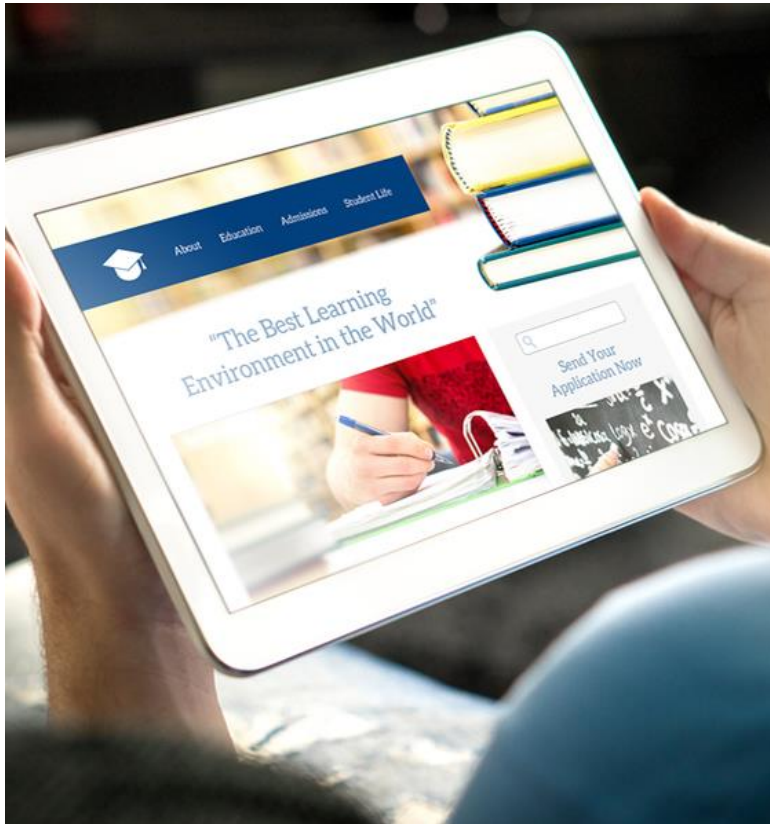
More formal

More informal



Abbreviations practice

Study and complete the sentences below. Then make further sentences on your own with the abbreviations in the red box.



Here is a list of FAQ from our website.

We need to sign the contracts_____. The client is leaving town on Monday.

- ASAP
- BTW
- FYI
- Q&A



Correct the sentences

Correct the **mistakes** in spelling/word choice in the following sentences.

1 I would be greatful if you could assist me.



2 Could you possible let me know today?



3 I really need that bag ASUP.



4 FYE, I'm not coming to the party on Saturday.



5 Could you send us some examples of your newest perfum?







Unscramble the sentences

1

please

possibly

me

you

shifts

Could

swap

with



2



could

be

if

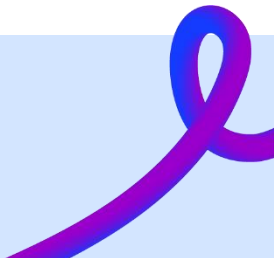
me

help

I'd

you

grateful





Role play

Two students will act out the role play. Use the prompts and background situation below. You may invent company type/name.



Matthew

Has just received a job offer from Ms Davis

Thank you again for the offer. I'm so excited to be joining your company.



Ms Davis

The hiring manager, has just offered Matthew a position

Here are the contracts. You should take some time to read them. Oh, and one more thing...

- Could you possibly...?
- do me a favour
- sign the contracts
- scan them
- return via email
- need today



Subject lines

A good clear subject line is short and reflects only the main topic of the email. It does not need to be a full sentence. Details will come later, in the body of the email.

Fix the subject lines:

- I'm afraid there is a problem with our order number 5051 for 100 baseball caps
- There's a party on Saturday 31 March at 8 pm if you want to come
- Thank you so much for the mp3 player you got me for my birthday, I love it!

A good subject line is brief and clear:

Working for me next week

Request for information

What's wrong with the subject lines on the left?

What information can be added or removed to make them clear and simple?



What are the benefits of using email?

Can you think of a situation where you would speak to someone instead of sending them an email?



Answer key

P.5

1. No, they don't.
2. Kleine Parfums.
3. He wants a copy of Ms Chappell's pricing list and samples.

P.6

1. They are colleagues.
2. Cilia wants Phil to swap shifts with her on Tuesday.
3. ASAP (as soon as possible)

P.9

More formal: I would be grateful...; I hope this email finds you well; I look forward..

More informal: How are things? Hope to hear from you soon

P.11

1. b). 2. a). 3. e). 4. c). 5. d)

P.14

1. possibly 2. Makes it more polite



Answer key

Additional practice

P. 21

1) a 2) b 3) b

P. 22

Formal: 2, 5, 6, 10 **Informal:** 1, 2, 3, 4, 7, 9

P.23

ASAP

P. 24

1) grateful 2) possibly 3) ASAP 4) FYI 5) perfume

P. 25

1) Could you possibly swap shifts with me? 2) I'd be grateful if you could help me.



Summary

Email format

- Subject line/address
- Greeting (*Hi, Hello, Dear*)
- Complimentary close/signature (*Regards, Yours sincerely*)

Style

- Formal phrases vs informal/conversational
- Contractions (*I'd*) vs long forms (*I would*)
- Missing words (*Look forward to hearing...*) vs full sentences (*I look forward to hearing...*)

Structure

- Introduction/opening sentence
- Body
- Closing

Polite requests

- Introduction of adverb possibly:
 - *Could you possibly pick up some wine on your way home?*



Vocabulary

Could you possibly...?

I would be grateful if...

ASAP



Notes

