

LEVEL
Intermediate

**NUMBER
EN BE 2431V**

LANGUAGE
English





Goals

- Can identify and recall words and phrases commonly used in emails.
- Can accurately use these words and phrases in a sentence.

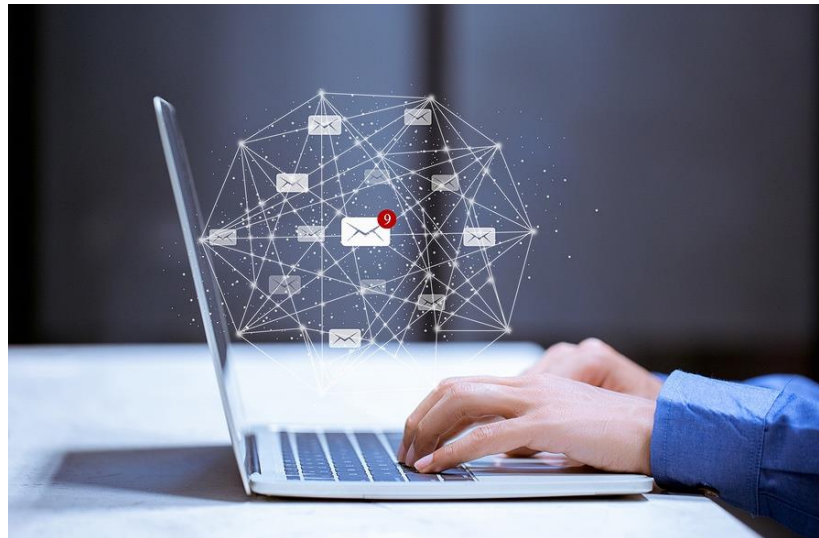






Preview and warm-up

In this lesson you are going to learn **vocabulary** which you can use in **business emails**.



Dear Sir/Madam,
Please find attached the invoice for your recent order.



Parts of email address

- An email address usually includes some unique **elements**.
- It is important to know how to **pronounce** these when speaking.

Email element	Pronunciation
@	'at'
-	'dash'
_	'underscore'
.co.uk, .com	'dot co dot u k', 'dot com'



My email address is **Tom.Smith_46@examplemail.com**.



Match the symbols and labels

1. forward

2. reply

3. trash / bin

4. compose / write new email

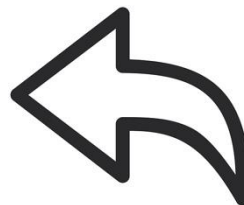
5. attach

6. reply all

A



C



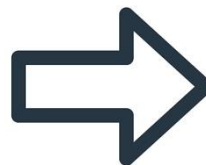
E



B



D



F





Match the email terms to the correct definition

Do you know these terms?

1. outbox

a. A list of all the emails you have received

2. cc

b. A list of all the emails you have sent

3. spam

c. To send an email to lots of people. Everyone can see who else received the email

4. inbox

d. Emails sent to lots of people without asking, normally trying to sell something



Match the email terms to the correct definition

Do you know these terms?

5. subject

e. This is where to find messages you started but didn't send

6. signature

f. Like cc, but the people you send the email to can't see who else received it

7. bcc

g. This is where to write what the email is about

8. drafts

h. You can add this to the end of emails. It contains your contact details, job title and other information

Salutations



Salutations are phrases we use at the very beginning of an email to say hello.

Dear Sir/Madam

Dear + Title + Surname

Dear is a **formal** way to start an **email**.
We can use **Dear Sir** or **Madam** or someone's **title + surname**.



Dear Sir/Madam,
Dear Dr Phillips,



Dear + first name

- We also use *Dear* + **first name** to start a **less formal** email.
- We **never** start an email *Dear* + **title** + **first name** + **surname**.



Dear Amy,
Dear Adrian,



Informal salutations

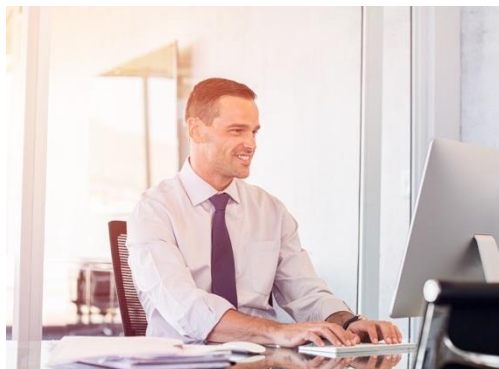
Hello

Hello is quite an informal way to start an email.



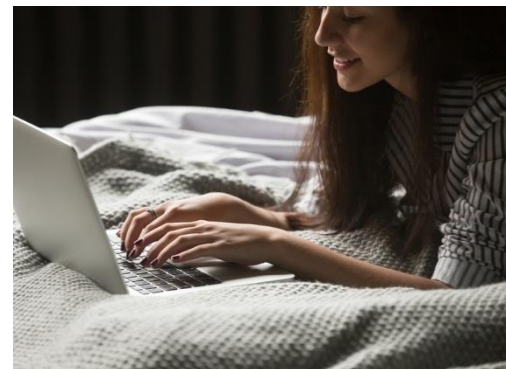
Hi

Hi is an informal way to start an email.



Hey

Hey is a **very** informal way to start an email. You should avoid using this in professional emails.





Speaking

Which salutation do you use when...



1

... writing to a friend?

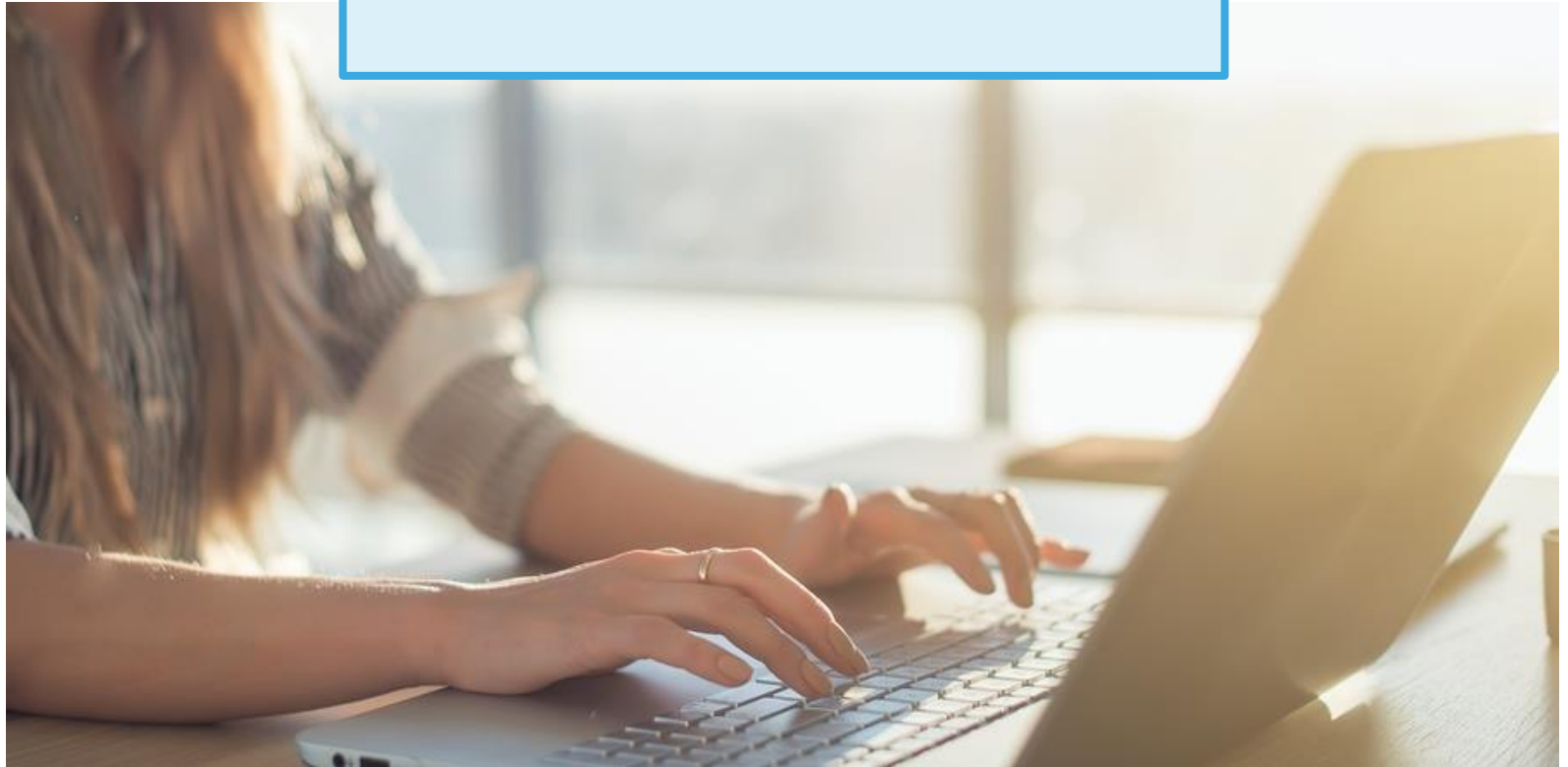
2

... writing to a senior colleague?

3

... writing to a person at a different company whose name you don't know?

Opening



When you are **opening** an email you say who you are or why you are writing.

It's Jane from marketing

Use this phrase to tell someone **who you are** if you are **emailing** for the **first time**.



Hi Dave,
It's Jane from marketing.

Dear Mrs Collins,
My name is Jane Hampshire and I am writing to you...



Why are you sending your email?

- People receive lots of emails every day!
- You need to make it clear **why** you have sent your email in the **first few sentences**.
- The **verbs** in the next few slides give the **main reasons** for sending emails.



I'm writing to **introduce** myself. I recently joined the marketing department.

I want to **follow up** on what you said in today's meeting.





Why are you sending your email?

- Ask your teacher if you don't know what some of these verbs mean



I need to **clarify** where you will be next week.

To **answer** your question, I'll be in Stockholm next week.



This email is to **update** you on what we discussed in the team meeting.



Informal ways to explain why you are sending an email

I'm just writing to...

This is an informal way to say why you are writing.



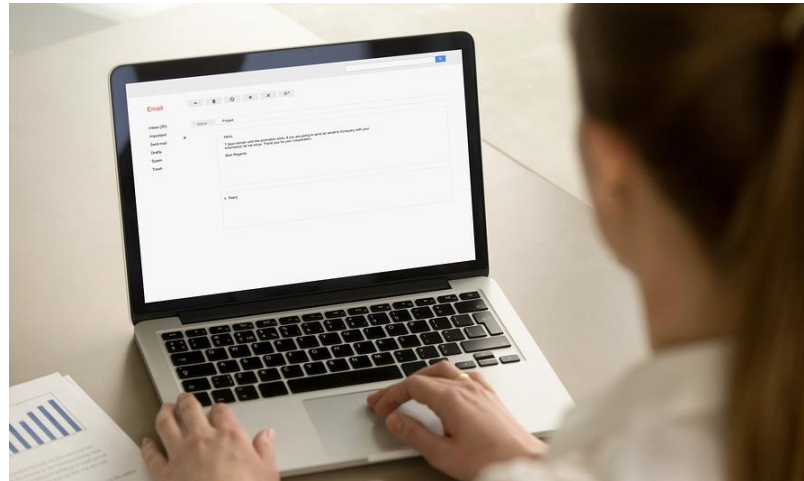
Just a quick note to...

This is another informal way to say why you are writing.



Thanks for your email

Use this phrase if you are **replying** to an **email**.



Hi John, **Thanks for your email**.



What comes next?

What is the next sentence in these emails? Imagine with your partner.

1. Dear Sir/Madam, I am writing to tell you...
2. Hello Alice, It's Matt from the legal department.
3. Dear Helen, Thanks for your email.
4. Hi Sue, Just writing to tell you...



Why do you send emails?

Think about the last emails you sent. Use the verbs on the last few slides to **explain why you sent them.**



Main body



The following phrases are ones which you use in the **main body**, this is where you explain why you are emailing.

Please find attached...

This phrase is how to tell someone you have **included a file** with the email.



Please find attached my CV and a cover letter.



Are you sending a positive or a negative email?

You will be pleased to hear that...

I'm sorry to tell you that...

You will be pleased to hear that...
is a way to tell someone good news
via email.

I'm sorry to tell you that... is a way
to tell someone bad news via email.



Could you please..?

Would you mind..?

These **polite** phrases are ways to **ask** someone **to do something** for you.



Could you please telephone Margaret at Whole Eats?

Would you like me to help you..?

Here is a way to **offer to help** someone.



Would you like me to help you with the report?



Fill in the gaps

Fill in the gaps with the words below.

sorry

help

mind

attached

pleased

1. Would you _____ moving the meeting to a later date?
2. You will be _____ to hear that we are offering you a promotion.
3. Would you like me to _____ you with the presentation?
4. I'm _____ to tell you that your offer has been rejected.
5. Please find _____ a copy of the meeting minutes.





Speaking

Use the prompts to finish the sentences with a partner. What kind of things do you say when sending emails in your office?

Could you
please...?

Would you
mind...?

Would you like
me to help you...?

I'm sorry to tell
you that...



Discuss

When was the last time you emailed someone? Who did you email?



When was the last time you sent an attachment?

When was the last time you emailed someone to ask for help?

Ending



Now have a look at some phrases to politely **end** an email.



Phrases to end an email

I look forward to hearing from you

I look forward to hearing from you soon

is a formal way to say you want the person you are emailing to reply.

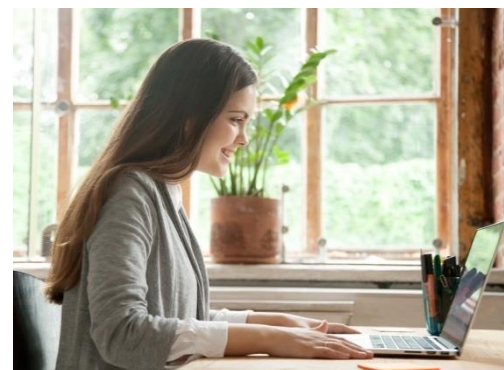
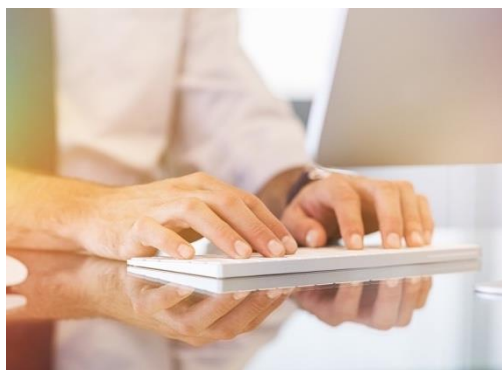
Hope to hear from you soon

Hope to hear from you soon

is a less formal way to say you want the person you are emailing to reply.

Thank you for your help

Thank you for your help is a way to politely say thank you for something someone did or will do for you.





Unscramble to make phrases

hearing

I look

soon

hear

forward to

from you

I hope to

from you



Email time!

your

Thank

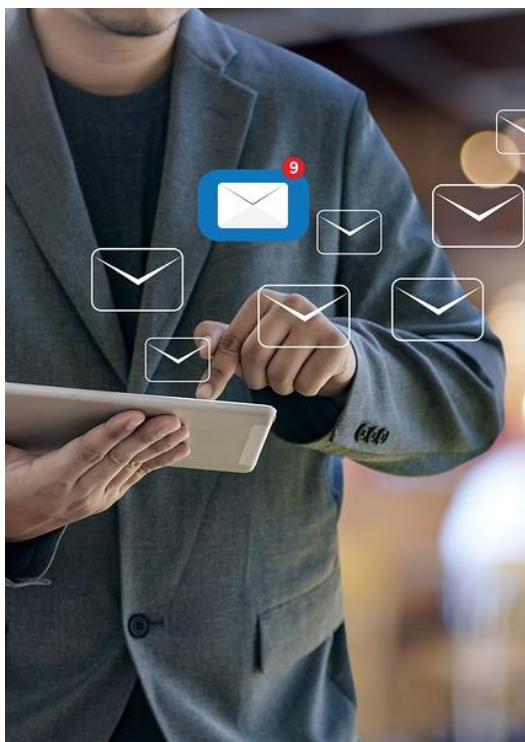
you for

help



Speaking

Which of the three phrases would you use in these situations? Give a reason for your answer.



A colleague who has sent you an example of the report you have to write.

An important client who you have asked a question to.

Your friendly boss who you have asked to give you details of a big meeting next week.

Signing off



Signing off your email is like saying goodbye in a conversation.

Kind regards,

Kind regards is a formal way to sign off an email.



Kind regards,
Linda Thompson

Best,

Best regards,



Best and **Best regards** are neutral ways to close a work email.



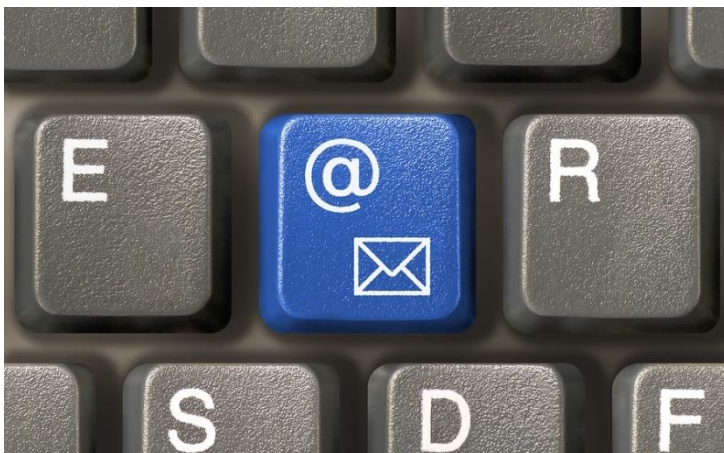
Informal ways to sign off an email

All the best,

See you soon,

All the best is a neutral way to sign off a work email.

See you soon is an informal way to sign off a work email.





Speaking

**Which of these closings is the most and the least formal?
Talk to your classmates about when to use each phrase.**

Best,

Kind regards,

See you soon,

All the best,



Categorise

Put the phrases below into the correct categories.

Kind regards

I'm just writing to

Dear Sir/Madam

Hope to hear from
you soon

Thanks for your
email

All the best

Just a quick note to

Hi

Hello

Look forward to
hearing from you

See you soon

Dear Tim

Salutations

Opening

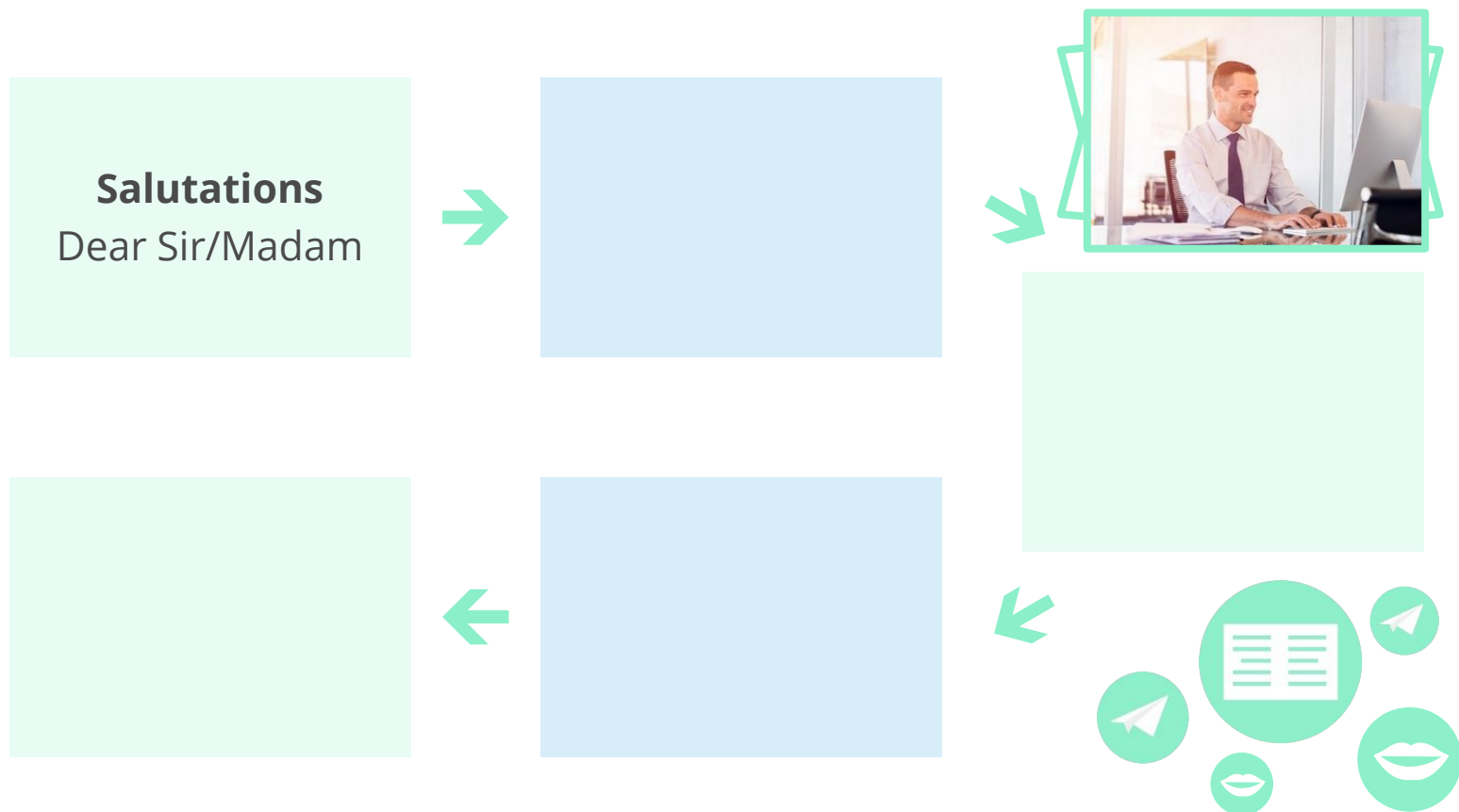
Ending

Signing off



Sequence of an email

Write down the sequence of an email here. Include what each section is called and a couple of phrases you remember from each section.





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key 1/2

Exercise p. 8
1. c, 2. d, 3. b, 4. a

Exercise p. 7
1. b, 2. c, 3. d, 4. a

Exercise p. 6
1. D, 2. C, 3. E, 4. F, 5. A, 6. B



Answer key 2/2

Exercise p. 27

1. mind, 2. pleased, 3. help, 4. sorry, 5. attached

Exercise p. 32

I look forward to hearing from you
I hope to hear from you soon
Thank you for your help

Exercise p. 39

Salutations: Hello, hi, Dear Sir/Madam, Dear Tim;
Opening: I'm just writing to, just a quick note to, Thanks for your email;
Ending: Hope to hear from you soon, look forward to hearing from you;
Signing off: kind regards, all the best, see you soon





Put a title and order the text

A

It's Ned from Human Resources.

B

Could you please send me a copy of the report from Monday's meeting.

C

Dear Kate,

D

Thanks for your help,
See you soon,
Ned

1. Salutations

2. Opening

3. Main body

4. Closing and signing off



Complete the sentences

Complete the sentences. Look back at the slides for some ideas we discussed in the lesson.

1. Dear Sir/Madam, Thank you for your email. I'm sorry to tell you that...
2. Dear Mr Anderson, I am writing to tell you that...
3. Hi Brian, It's Pete from downstairs...
4. Dear Lara, Just a quick note...



Homework answer key

Exercise p. 46
1. C, 2. A, 3. B, 4. D



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