– Emails and Email writing –

1. Introduction

a. Which medium of communication do you know?
Quels moyens de communication connaissez-vous?

- Social media / network
- Phone / telephone
- Mail   =>   Courrier manuscrit
- Email   =>   Courrier électronique
- Talking or speaking
- Online chat
- Homing pigeon
- Newspaper

Answer = Response

b. What differences can you make between emails and oral communication?
Quelles différences pouvez-vous faire entre les emails et la communication orale?

- Depending on the interlocutor, emails can be more formal than oral communication
- Emails need to be prepared and oral communication is more spontaneous
- Emails can wait

c. What differences can you make between emails ?
Quelles différences pouvez-vous faire entre les emails?

- Professional emails vs personal emails
    - Companies logo
    - Signature
    - Formality
    - Politeness formulas
- Spams

2. Formality in English

a. Linguistic rule

The more direct you are   =   The less polite you are
The less direct you are   =   The more polite you are
Open the window!
Ouvre la fenêtre!

Imperative = tense of order and obligation

Open the window, please
Please, open the window
Ouvre la fenêtre s'il te plaît

You can soften the sentence by adding 'please'

Can you open the window please?
Please, can you open the window?
Can you, please, open the window?

You ask someone if he has the possibility to do something

Could you open the window?
Pourrais-tu ouvrir la fenêtre, s'il te plaît?

You ask someone if he would have the possibility to do something

        b. Modal verbs
- Verbes qui n'ont pas de sens, mais qui ont une fonction
- Ce sont des auxiliaires (ils se positionnent en début de questions)
- Ils sont invariables (pas de terminaison en conjugaison)
- Ils sont suivis de la **base verbale** (verbe non conjugué)
  - *e.g.   "I can **open** the door"*

Can
Could
May
Might
Will
Would
Must
Shall
Should

❖ **Can** | **Cannot / can not / can't**

Ce qu'on est capable de faire = e.g. Can you feel the love tonight
Peux-tu ressentir l'amour cette nuit?

Ce qui est permis = e.g. Can I go outside?
Puis-je aller dehors?

Probabilité = e.g. It can rain tomorrow
Il se peut qu'il pleuve demain

Ce qu'on est incapable de faire = e.g. I can't do this anymore
Je ne peux plus faire ça

Ce qu'il est interdit de faire = e.g. You can't touch this
Vous ne pouvez pas toucher ça

❖ **Could** | **Could not / couldn't**

Ce que je pourrais faire = e.g. I could lift 200kg, if I were fit
Je pourrais soulever 200 kg, si j'étais en forme

Ce que je pouvais faire = e.g. I could lift 200kg, when I was young
Je pouvais soulever 200 kg, quand j'étais jeune

❖ **Must** | **Must not / mustn't**

Ce qu'on a l'obligation de faire = e.g. The show must go on!
Le spectacle doit continuer

Ce dont on est quasiment sûr = e.g. It must be it!
Ca doit être ça

Interdiction = e.g. You must not text and drive
Vous ne devez pas envoyer de sms et conduire

❖ **Should** | **Should not / shouldn't**

Utilisé pour donner un conseil, = e.g. Should I stay or should I go?
ce que l'on devrait faire *Devrais-je rester ou devrais-je partir?*

Ce qu'on ne devrait pas faire = e.g. *I should not do this*
Je ne devrais pas faire ça

❖ **Will / 'll** | **Will not / won't**

Exprimer le futur	=	e.g. I will survive
		Je survivrai
		e.g. I will always love you
		Je t'aimerai toujours
Servir à traduire un interdiction	=	e.g. Mom will not let me go out tonight
		Maman ne veut pas me laisser sortir ce soir
		Maman ne me laissera pas sortir ce soir

❖ **Would / 'd | Would not / wouldn't**

Servir à traduire un conditionnel	=	e.g.	I would do anything for love
			Je ferais n'importe quoi par amour
	=	e.g.	If i were rich, I'd travel a lot
			Si j'étais riche, je voyagerais beaucoup

❖ **May | May not**

Exprimer la permission	=	May I ask you a question (please)
		Puis-je vous poser une question (svp)
Ce qui arrivera peut être	=	It may rain tomorrow (50%)
Ce qui n'arrivera peut être pas	=	It may not snow tomorrow
Interdiction catégorique	=	You may not smoke here

❖ **Might | Might not**

Exprimer la permission (très poli)	=	Might I ask you a question ?
Ce qui arrivera peut être	=	It might rain tomorrow (25%)

3. Emails in English

a. Why would you send an email as a web developer?
Pourquoi enverriez-vous un email en tant que développeur web?

- To answer a project proposition of a customer
  Pour répondre à la demande de projet d'un client
- To update a customer on the project
  Pour tenir informer un client sur un projet

- To have the opinion of a customer on a quotation
  Pour avoir l'avis d'un client sur un devis

- To apply for a job or an internship
  Postuler à un emploi ou à un stage

- To fix a business meeting
  Fixer une réunion d'affaire

b. Structure of an email

Opening phase	Content	Closing phase
Dear Mr XXXXX, **Dear Ms XXXXX,** Dear Sir, Dear Madam, Sir, Madam, Madam, Sir, Hi, Hello, Good morning, Good afternoon, Good evening, To whom it may concern, *A qui de droit,*	**Short introduction:** - I am sending you this email to … - I am writing with regard to …[1] **If you give information:** - I am writing to let you know that … [2] - I regret to inform you that … - I am delighted to inform you that … [3] **You need to answer:** - I am writing in response to … [4] - I am writing in answer to … [4] - Following our phone call …[5] - Regarding your previous email … [6] - As agreed, … **You need to ask something:** - Could you please … - Would it be possible to … - I need you to … - I would like you to …	Please do not hesitate to contact me if you need more information, Please find attached to this email … I am looking forward to hearing from you,[9] Thanks in advance, ——— **With all my respect,** **Best regards,** Regards, Yours sincerely, Sincerely, Warmest regards, Best, Have a nice day, See you later, Farewell,

——- formel
——- informel
——- **S'il y en avait un à retenir …**

[1] Je vous écris concernant …
[2] Je vous écris pour vous faire savoir …

³ Je suis ravi de vous informer que …

⁴ Je vous écris en réponse de …

⁵ A la suite de notre appel téléphonique

⁶ Au sujet de votre précédent e-mail

⁷ N'hésitez pas à me contacter si vous avez besoin de plus d'informations

⁸ Veuillez trouver en pièce jointe cet email …

⁹ J'ai hâte d'avoir de vos nouvelles

Attachment   =   Pièce jointe

What you should do	What you shouldn't do
☐ Use politeness formulas ☐ Do not forget the subject (objet) ☐ Do not forget the attachment (pièce jointe) ☐ Use paragraphs ☐ Write short and easy sentences ☐ Use numbers and bullet points (nombres et puces) ☐ Use a simple grammar ☐ Sum up the most important idea(résumer)	☐ Do not use familiar words or sentences ☐ Do not use abbreviations / acronym (e.g. FYI = For your information) (ASAP = As soon as possible) ☐ Avoid misspelling (éviter les fautes) ☐ Do not exclamation marks (point d'exclamation) ☐ Do not use capital letters for full sentences (majuscules pour des phrases complètes) ☐ Do not use smileys ☐ Use contractions(i'd, i've, i'll, don't, can't) ☐ Don't speak about irrelevant subject(de hors-sujet)

4. Email examples

Dear Mr Jones,
I'm a university student from Finland and I'm writing to get some information about your language courses this summer. I've got a few questions:

1. Do you do a course for university students, which helps them with their essay writing skills?
2. How many hours a week are the courses?
3. What sort of accommodation do you offer?
4. What after-school activities are there?
5. Do you do any trips to other towns in the UK?

I'm hoping to come over in June, so if you can get back to me as soon as possible, it would be great. Thanks for your help.

Best regards,

Jaana Nikkinen

Subject: Hello!

Hi Jack!!!

My name's Jaana and I'M FROM FINLAND!!! I bet you haven't had students from here B4 ;-) ;-) That's probably coz we're so amazing at languages, that we don't need any xtra help?except me – I need all the help I can get!! FYI: the problem really started when I was in primary school, and my parents, who had been arguing non-stop since I was a little baby, got divorced and decided that I should be adopted as they couldn't decide who should have custody of me. If I had been in their situation, I think I probably wouldn't have known either!! Anyway, this was all a bit traumatic, so all my school subjects suffered, especially English. HAHAHAAA ONLY JOKING!!!! :-) (Actually, don't tell anyone, but I'm actually quite a good student?but if anyone found out, my reputation would be ruined, so shhhhhh!) BTW do u do courses for uni students? How many lessons/week? Is there any extra stuff after school, SO I CAN MEET SOME COOL PEOPLE? How about trips? Give me all the info you can, man.

Jaana (although all my mates call me Jakki!!)

a. Exercise

Send me an email at pro.darras.corentin@gmail.com, on teams, or on discord CorentinDA

- Should not be longer than 6-7 lines
- You can get inspiration from part **3.a** of the course
- You can work by two
- You can use translators & other tools
- You can ask for help
- You can add humour
- Don't be too personal, we're going to read them