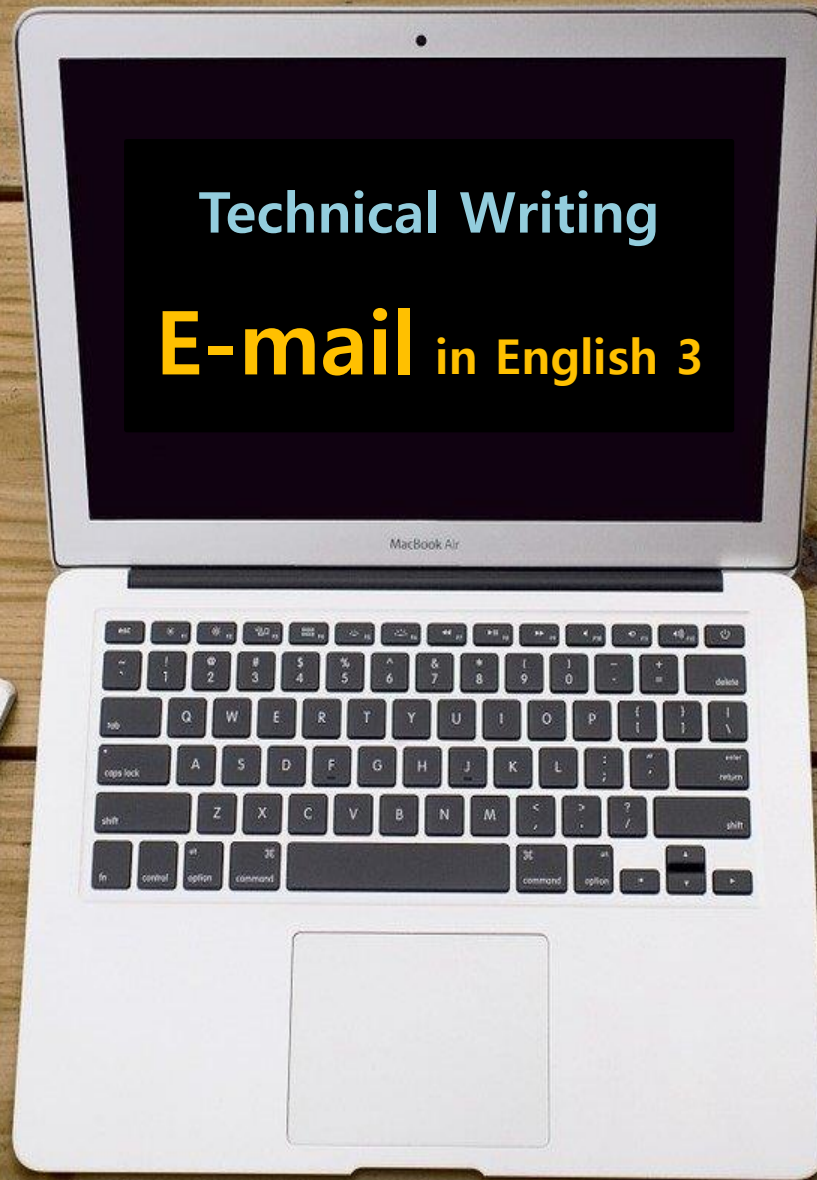


# Technical Writing

## E-mail in English 3





# Active Voice vs Passive Voice

- 일반적인 글쓰기에서 능동태 선호, 권장  
: 내용 전달 명확, 직접적

## ACTIVE VOICE

### Make a New Friend Today

Over 100 friendly and healthy animals are hoping for a new home.



- All animals are fully vetted
- Adopting is less expensive than breeders
- Rescue dogs are loyal and affectionate to new owners
- Learn all about your dog's history before you adopt

Visit us today at our new location.  
Pretend Animal Shelter  
555 Main Street  
(555) 555-5555  
[www.pretendanimalshelter.fake](http://www.pretendanimalshelter.fake)



## PASSIVE VOICE

### A New Friend Can Be Found

A new home is the dream of over 100 friendly and healthy animals at Pretend Animal Shelter.



- Full veterinary care (spaying, neutering and vaccinations) has been given to all animals
- A dog that is adopted is less expensive than one purchased from a breeder
- You'll be treated with loyalty and affection by a dog that you adopt
- Your dog's personality and history will be shared with you before you adopt

Our new location can be found below.  
Pretend Animal Shelter  
555 Main Street  
(555) 555-5555  
[www.pretendanimalshelter.fake](http://www.pretendanimalshelter.fake)



## Active Voice

**We** have reanalyzed **your figures** in order to determine the range of error.

**We** will announce **the results** when the time is right.

## Passive Voice

**Your figures** have been analyzed in order to determine the range of error.

**The results** will be announced when the situation is judged appropriate.

**Who** analyzes, and **who** will announce?

# Choosing Active or Passive voice?

## 1. Ask yourself: What is more important?

- the agent of the action → Active voice
- the action itself / the recipient of the action → Passive voice

(1) 졸업식에 다녀온 학생이 졸업장을 수여한 분이 바로 자신의 지도교수여서 놀랐음을 친구에게 표현할 때

- a. My diploma was presented to me by my advisor at the ceremony.
- b. My advisor presented my diploma to me.

(2) 기자가 어떤 과학적 발견에 대한 기사를 쓰면서 독자들이 이 발견 자체가 기사에 핵심임을 알게 하고 싶을 때

- a. An important discovery has been made by the scientists at NASA.
- b. The scientists at NASA have made an important discovery.

(3) 코치가 자기네 축구팀이 자선 기금을 모으느라 애쓰고 있다고 말할 때

- a. The soccer team is raising funds.
- b. Funds are being raised.

# Choosing Active or Passive voice?

## 2. Want to draw attention to or away from the agent?

- to draw attention to the agent → Active voice
- to draw attention away from the agent → Passive voice



### Active Voice

You must not leave the door open.

: 행위자에 집중, 직접적, 주관적

: (공격, 비난 어조로 들릴 위험)

### Passive Voice

The door must not be left open.

: 상황, fact에 집중, 간접적, 객관적

: (중립적 어조) 규정, 법률, 예민할 내용에 대해 행위자를 드러내지 않아야 할 때

(1) - **We** do not include **batteries**.

- **Batteries** are not included.

소비자에게는 배터리 정보가 더 중요

(2) - **You** may not **smoke** in the building.

- **Smoking** is not permitted in the building.

때로는 "You"를 쓰면 너무 직설적이고, 따지는 말투로 들릴 위험

(3) - "**You** didn't inform **me** regarding the details."

- "**I** was not informed regarding the details."

특정 인물을 가리키지 않고 상황만 얘기해야 할 때

(4) - "**Andy** told **me** that there would be a special sale."

- "**I** was told that there would be a special sale."

누구에게 들었는지 특정 인물의 이름을 밝히지 않아야 할 때

(5) - **You** must not be under the influence of alcohol during working hours. 공격적, 강압적으로 보이는 문구

- **Employees** are not permitted to be under the influence of alcohol during working hours. 부드럽고, 감정없이 Fact 전달

## [Sample Email]

John Smith씨께,

2023년 10월 20일에 귀하의 웹사이트에서 주문한 티 메이커에 대해 불만을 제기하기 위해 이 글을 씁니다.

다음과 같은 이유로 인해 쇼핑 경험에 매우 실망했습니다:

우선, 손상된 상자를 보내왔습니다. 상자가 찢어져 있어 티 메이커에 약간의 흠집이 생겼습니다.

둘째, 전화로 익일 배송을 통해 제품을 받을 수 있다고 했는데요. 하지만 5일이 지나서야 제품을 받았는데, 이는 납득할 수 없는 일입니다.

전액 환불을 요구합니다. 그리고 이 문제를 즉시 알아보주시면 감사하겠습니다.

Elizabeth White 올림

## [Sample Email]

Dear Mr. John Smith,

I am writing to complain regarding the tea maker that I ordered on your website on October 20, 2023.

I am extremely disappointed with my shopping experience due to the following reasons:

First of all, you sent me a damaged box. The box was dented, resulting in some scratches on the tea maker.

Second, you said over the phone that I would receive the product through next-day delivery. However, I received the product five days later, and I find this unacceptable.

I demand a full refund, and I would appreciate it if you would look into this matter immediately.

Best regards,

Elizabeth Lee



## [Sample Email]

Dear Mr. John Smith,

I am writing to complain regarding the tea maker that I ordered on your website on October 20, 2023.

I am extremely disappointed with my shopping experience due to the following reasons:

I have received

I was informed

First of all, you sent me a damaged box. The box was dented, resulting in some scratches on the tea maker.

the product would arrive

Second, you said over the phone that I would receive the product through next-day delivery. However, I received the product five days later, and I find this unacceptable.

it arrived

I demand a full refund, and I would appreciate it if you would look into this matter immediately.

Best regards,

Elizabeth Lee

# Email Assignment 1

- Formal email 작성, 발송
- 수신자: 진실로 교수 (Silo Chin / 이메일 주소: [silochin@sejong.ac.kr](mailto:silochin@sejong.ac.kr))
- 주제: 졸업 후 진로와 준비 과정
- 포함 내용: (1) 지금 생각 중인 졸업 후 진로 (2) 지금까지 해 온 준비 (3) 요즘 하고 있는 준비 (4) 앞으로 졸업 전까지 할 준비
- 제목도 각자 작성 (반드시 작성)  
: 단, 제목 뒤에 (TW분반\_이름\_학번) 기재 요망
- 영문 이메일 서식 배운대로 준수 / 한글 기재 금지
- 발신자 정보: 각자 자신의 본명, 학과 정보 기입
- 기한: 11월 18일 토요일 자정 (채점에는 시간 소요 예상됨)

# Technical Writing

## Thank you

