**Homework assignment 1: email writing**

1. What do you know about formal letter or email writing? What did you learn in secondary school? Take one minute to write down anything and everything you can remember about (formal) email/letter writing.   
     
   **In secondary school we learned to write formal letters and learned to write formal mails. Formal is for professional purposes like a job interview or someone you don’t know. Informal is when you’re writing to a friend.**

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1. What is the difference between formal and informal English? Can you give two examples of formal English and two examples of informal English?   
   1. (formal) **Don not**  
   2. (formal) **Have not**  
   1. (informal) **Don’t**  
   2. (informal) **haven’t**
2. Study the following sites:   
   <http://www.dailywritingtips.com/email-etiquette/>  
   <http://www.wikihow.com/Write-a-Formal-Email> <http://www.bbc.co.uk/skillswise/factsheet/jo10tech-l1-f-formal-informal-emails>   
   <http://www.dailywritingtips.com/pay-attention-to-the-email-subject/>

Now answer the following questions:

* 1. Which of the following subject lines is/are good subject lines? Why are the others less good?
     1. I need your help on something
     2. **Request for information**
     3. **Complaint about response time data centre on January 26**
     4. Meeting January 15 with Bob and Mary to discuss overhead costs of the DHL project  
         **The other lines are too informal. In the third line they even use first names. Line two is forcing too much.**
  2. Which of the following phrases are formal and which are informal? Put them in the table below.

|  |  |
| --- | --- |
| Formal | Informal |
| *Dear Sir/Madam  yours sincerely*  *Kind regards  I am looking forward to your reply*  *I am writing with regard to* | *Hi Joe,* [*bestgamerever@gamespot.com*](mailto:bestgamerever@gamespot.com)  *Dear Mr Jones*  *I’m pleased to hear you are happy with my previous email* |

* 1. Match the salutation to the correct close:

|  |  |
| --- | --- |
| 1. Dear Joe, | 1. Yours faithfully, |
| 1. Dear Sir/Madam, | 1. Yours sincerely, |
| 1. Dear Ms Jones, | 1. Kind regards, |
| 1. Hi Sally, | 1. Love, |

* 1. <http://www.dailywritingtips.com/email-etiquette/> says you need to use a sensible signature. An email signature is a block of text at the end of an email message you send to provide the recipient with information about yourself. Which of the types of information below would you put in a signature for your work email? Highlight the ones you would put in there.

|  |  |
| --- | --- |
| Name | Email address |
| Job title | Work telephone number |
| Home address | Work days |
| Work address | Name of the company you work for |
| Private telephone number | Division you work for (e.g. IT department) |
| Star Wars quotes | Title (e.g. BSc or MA) |
| PO Box of the company you work for | Private Facebook page |

* 1. In the previous question you highlighted the information you would give in a signature In which order would you put those in a signature?
     1. Name
     2. Email address
     3. Name of the company you work for
     4. Work telephone number
     5. Work address
     6. Division you work for (e.g. IT department)
     7. PO Box of the company you work for