

Email Writing & Language Practice



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1. EXERCISE #1—Eliminate Unnecessary Words

“Too many words” is a common fault of bad writing. Improve each of the following sentences by penciling out unnecessary words. Reword the sentence if needed.

1. Somebody has said that words are a lot like inflated money—the more of them that you use, the less each one of them is worth.
2. I was unaware of the fact that your widget could be used for security purposes.
3. Mr. Jones, who is a member of the same firm, put the report together in a hasty manner.
4. The reason why we failed to reply is that we were not apprised of the fact until yesterday that somehow the report had been unavoidably delayed.
5. The fact that he had not succeeded was brought to my attention recently.
6. The degree of importance in the level of accuracy depends upon the individual situations.

2. EXERCISE #2—More on Wasted Words

The most common word-wasters are “windy phrases.” How would you shorten the phrases listed below?

- at the present time - now
- in the event of
- in the majority of instances
- in spite of the fact that
- in view of the fact that
- there is no doubt but that
- owing to the fact that
- in my opinion, I think
- Each & everyone
- Of a hostile nature
- In short supply
- Make contact with
- Made the statement that
- By the withdrawing of

3. EXERCISE #3—Avoid Redundancy

Another type of wordiness is caused by redundant expressions. In the word pairs listed below, which of the words can be omitted?

- proximity
- refer back
- continue on
- definite decision
- circle around
- absolutely essential
- rather unique
- advance planning
- and moreover
- basic fundamentals
- blend together
- brief moment
- but nevertheless

4. EXERCISE #4—Use Adjectives Sparingly

Another kind of wordiness results from too many adjectives and adverbs. Use adjectives and adverbs sparingly. Often helping words are unnecessary if the writer chooses his words carefully. In the examples below, replace each verb or noun with a more specific word and omit adjectives and adverbs.

- pursue vigorously - strive
- powerful increase
- move swiftly
- erroneous decision
- moved moderately higher
- decline sharply
- moved rapidly higher
- exert irresistible pressure
- preliminary investigation
- halted suddenly and completely

5. EXERCISE #5—Short Words Are Better

The following phrases and sentences are unclear (and silly) because the writers have used too many big words. Try to figure out the intended meaning in each example.

1. Illumination is required to be extinguished on these premises after nightfall.
2. My thinking has evolved to the significant point where a concept has emerged.
3. I acknowledge receipt of your letter and I beg to thank you.
4. Subsequently we will require your endorsement.
5. The biota exhibited a one-hundred percent mortality rate.
6. We are endeavoring to construct a more inclusive society.
7. At this juncture of maturization.
8. Communication is the imparting of meaningful informational modes or concepts that impact on interpersonal inputs and interfacings.

6. EXERCISE #6 —Weakling Verbs

Weakling verbs don't belong in your letters and memos. Get rid of them. Replace them with verbs with muscle. Look for words that describe actions all by themselves, without helping words or phrases. Below, replace (don't "find replacements for") the weak verbs listed.

- Weak
- make substitution
- have intention intend
- become an imposition
- was becoming
- had not succeeded
- call your attention to
- compels me to conclude
- face up to
- gave assistance to
- gave an explanation
- responsible for supervision of conducted an inspection of did the marketing for

7. EXERCISE #7 —Email Writing

1. Thanking Recipients For details
2. Welcoming Clients
3. Informing Recipients for not being of help
4. Thanking Recipients for Choosing to Work with You

8. EXERCISE #8 —Empathy & Assurance Case study

A customer has written stating that her issue was initially resolved. However, she says that the same issue has come up again and has caused a lot of personal frustration. It has also caused big impact on her business especially financially. Now, Priya the employee who is assigned this task needs to help the customer resolve the situation

- Should Priya just be a problems solver or an empathetic problem solver?
- How can Priya show she is empathetic?
- What sentences and words should she use to convey her empathy?

Draft an email about the same

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