**Basics – Business Mails**

*Read the following email and look up all unknown words.*

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| From: Gisela Brandmüller  To: Helene Andersson  Subject: **New Contact Person**  …………………………………………………………………………………………………………  Dear Ms. Andersson,  I am contacting you to inform you that I will be your events coordinator once your current contact Julia Mueller is on maternity leave.  I will be responsible for organizing events in our region and neighboring countries. If you have any questions regarding the next series of workshops we are arranging in Austria, please do not hesitate to contact me.  I am looking forward to working with you.  Yours sincerely,  Gisela Brandmüller  Gisela Brandmüller  Events Coordinator  SG GmbH  Freiburger Str. 32  51063 Köln  +49 221 664232  events@sg-gmbh.de |

**Your tasks:**

1. Match the words to the parts of the email.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | C | opening sentence | 2 | G | signature | 3 | F | closing sentence |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4 | D | body | 5 | B | salutation | 6 | A | subject line |

|  |  |  |
| --- | --- | --- |
| 7 | E | complimentary close |

1. Why is it important to know the parts of a business mail? What happens if you leave a part out?

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| It could be missing important information, could be rude if you for example missed the closing sentence and looks unprofessional overall. |

1. What is the purpose of the opening sentence?

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| It gives the reader a small hint what the email is about. |

1. What makes the email in exercise 1 more formal than Riley’s message? Name at least three aspects.
   1. language
   2. structure
   3. content
2. What is a good salutation when writing to the following email addresses?

|  |  |
| --- | --- |
| **Email** | **Salutation** |
| office@chantryschool.com | Dear Sir or Madam, |
| Samantha.Hawkins@chantryschool.com | Dear Ms. Hawkins |

1. Typical for a German email, an English email or both? You decide. Tick the box.

|  |  |  |
| --- | --- | --- |
| **Criterion** | **German?** | **English?** |
| The opening sentence is capitalized. |  | X |
| The complimentary close is not followed by a comma. |  | X |
| The subject line should be informative | X | X |
| Paragraphs should be used. | X | X |
| The third person singular personal pronoun is used and capitalized to indicate politeness. | X |  |

1. Translate the following phrases into English. Be **as formal and polite** as possible.

|  |  |
| --- | --- |
| **Phrase** | **Translation** |
| Bezugnehmend auf Ihre E-Mail… | In regard/response of your e-mail… |
| Danke für Ihre Hilfe. | Thank you, for your help! |
| Zögern Sie nicht mich zu kontaktieren, wenn … | Do not hesitate to contact me, if… |
| Ich hoffe wir dürfen Sie bei diesem Projektes unterstützen. | I hope we can support you at your project. |
| Ich hoffe Sie stimmen zu. | I do hope you agree. |

1. Find a more professional version for the following sentences:

|  |  |
| --- | --- |
| **Sentence** | **More professional** |
| I’m attaching the … | In the attachments you find the… |
| Can you send me … | Could you provide… |
| Could you please talk some more about that subject? | Could you elaborate on this matter? |

1. Analyse Riley’s email carefully. What are potential pitfalls when responding to them?

Riley uses Slang which can make us understand a few sentences differently than Riley does.

What needs to be included in a response to Riley?

* + - An information sheet about the company of what is worth mentioning/knowing about it
    - Neutral salutations, since it is unclear what Gender Riley has.
    - Maybe requirements, what I mean by that is telling them that they cannot write in slang, especially when it comes to communicating with our clients.

The E-Mail Response to riley can be found after this page.

Dear Riley Collins,

Thank you for your inquiry regarding our open position. As requested, you can find the information at the following link: <domain.de/url>.

To assist you further with any questions you may have, we would be happy to invite you to a brief meeting. Please let us know your availability, or feel free to suggest a convenient time, and we will do our best to adapt to it.

We look forward to receiving your completed application.

Best regards,

Rogerio Da Silva Chilro

Igus GmbH