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Emailing
by Olya Sergeeva

Lesson Share WORKSHEET

Warmer

Discuss the questions with a partner.

1. Do you get a lot of emails? How soon do you normally reply to them?

2. In what languages do you write emails? Is it easier for you to write emails in your mother tongue or in English?

3. Do you ever check work email from home or while you're on holiday? Do you think this is a good idea?

Task 1

Read the emails below and answer the questions. Compare your answers with a partner.

1. Which email …
   a. … replies to an email?
   b. … replies to a meeting invitation?
   c. … starts a new thread?

2. In which emails does the writer promise to do something? What?

3. In which emails does the writer ask the email recipients to do something? What?

A

Subject	Today's meeting	— ⤢ ✕
From:	joan@business.com	

Hi team, (1)

Here are the docs that will be presented in today's meeting: http://goo.gl/aaaaa. (2) It's a lot but this is everything.(3)

I will also be posting an All docs folder on Dropbox and will be sharing with the team.(4) This will keep all docs up to date in one location for easy reference.(5) Expect an email on this soon.(6)

Thanks, (7)
Joan (8)

B

New email — ⤢ ✕

Hi Dan, (1)

Sorry, we really can't attend today.(2) I have to attend a release schedule meeting with Good Old Project, and John and Kate are working out urgent data requirements with ACME as key folks will be away tomorrow and we need to unblock the team.(3)

Would you please send us the links to Wireframes and Designs today, to this group?(4) That way, the guys can review and provide feedback tomorrow, before the ACME meeting in the afternoon?(5)

We'll try to provide our feedback in the morning latest.(6)

Thanks. (7)

send | A | 📎 | ▼

Emailing
by Olya Sergeeva

C

To:	tom@company.org
From:	me@mybusinessmail.com
Subject:	Feedback

Thanks for the feedback, Tom. (1)

I am generally on board with the approach that you have outlined. <u>I just have a few questions/comments inline below.</u>(2) <u>Please get back to me</u>, guys, <u>as soon as you can.</u>(3)

It is important that we finalize this because we must begin development of this on Monday.(4)

Thanks. (5)

EMAIL STRUCTURE

Task 2

a. **Cover email A in task 1. Put these sentences in the correct order. Compare with a partner.**

order
Joan
Hi team,
Expect an email on this soon.
This will keep all docs up to date in one location for easy reference.
Here are the docs that will be presented in today's meeting: http://goo.gl/aaaaa.
I will also be posting an All Docs folder on Dropbox and will be sharing with the team.
It's a lot but this is everything.
Thanks,

b. **Look at email A in task 1 and check your answers. If your sentence order is different, discuss the following questions with a partner.**

1. Which sentence order makes it easier for the reader to read the email quickly and understand it?

2. Will the change in sentence order have any effect on what the reader feels?

3. Do you think that your version is also correct?

c. **Complete the table for email A, labelling the parts of the email using the headings below. You may not need all of the labels. Compare your answers with a partner.**

- greeting
- signing off
- a comment to make the reader feel better
- name
- reason why
- what the recipient should do next
- the opening line that says the topic of the email
- what the writer will do next

	email A	email B
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

Task 3

Repeat tasks a, b and c from task 2 for email B.

order

Hi Dan,

Would you please send us the links to Wireframes and Designs today, to this group?

Thanks.

I have to attend a release schedule meeting with Good Old Project, and John and Kate are working out urgent data requirements with ACME as key folks will be away tomorrow and we need to unblock the team.

We'll try to provide our feedback in the morning latest.

Sorry, we really can't attend today.

That way, the guys can review and provide feedback tomorrow, before ACME meeting in the afternoon?

Lesson Share WORKSHEET

LESSON SHARE

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Task 4

a. **What do the structures of email A, B and C have in common? Discuss with a partner.**

b. **Read the Improve your writing box below to check your ideas.**

> ### Improve your writing
>
> When we write an email, we normally try to make it easy to read.
>
> • In the first sentence after the greeting, we write about the topic of the email (for example, *Here are the docs for today's meeting)*;
>
> • at the end of the email, we write about what we will do next or what the **recipient** should do next.
>
> When we say what we will do or the recipient needs to do, we often add **comments**, to explain why and to make the recipient feel better.

LANGUAGE FOR EMAILING

Task 5

a. **Match the phrases underlined in the emails in task 1 to the following functions. Some example answers are given.**

beginning and ending		
1.	hello	
2.	I'm sending you	
3.	bye	
asking the reader to do something		
4.	could you	
reasons		
5.	in order to	
6.	because	
other useful expressions		
7.	I quoted your email and inserted my comments	
8.	today or tomorrow morning	
9.	as fast as possible / urgently	
10.	reply	

b. **Read the Improve your writing box.**

> ### Improve your writing
>
> Emailing conventions are different in every company and even every department. For example, in some companies people start their emails with *Dear* while, for other companies, this is too formal and people start their emails with *Hi* or *Hey*. It is important to notice the emailing conventions and copy them.

c. **Discuss with a partner.**

• Apart from greetings, what other emailing conventions might be different in different companies?

• What have you noticed about the emailing conventions of your company, department or project? Is it different from the emailing conventions presented in this lesson?

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Task 6

a. **Work with a partner. Read the following sentences that come from real emails. Are they opening lines that give the topic of the email (O) or closing lines that say what the recipient or the writer will do next (C)?**

	sentences from emails	C or O?
1.	Please see attached and below the rough plan I put together.	
2.	Let me know what you think.	
3.	Thanks for letting me know about this issue.	
4.	I'm afraid I've run into a few issues so it looks like I won't be able to finish	
5.	Hope this helps. Any questions on details, please check with John.	
6.	Please review and send us your feedback by EOD Monday, 15 June.	
7.	Please let me know if this works for you.	
8.	Thanks for the update.	
9.	I'll keep you updated.	
10.	Just a quick email to remind you to fill out this form before our meeting on	

b. **Imagine that you get work emails that start or end with lines 1 to 10. What could the emails be about? Write down your ideas and discuss them with a partner.**

_____

_____

_____

_____

LESSON SHARE

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Task 7

a. Read the situation and the email below. Write your reply.

> At the moment, you're working on two projects. On project A, a very important deadline is approaching on Friday so you have too much work. You receive the following email from the project manager of project B asking you to do an urgent task (by Monday morning).

Subject	Today's meeting	— ↗ ✕
From:	pete@business.com	

Hi team,

There's been a change of plan: as it turns out, we'll have to pass the current batch to the X Team by Monday afternoon, not next Thursday as was initially agreed so we really need to finish everything by then. I hope that a shift of the deadline by three days won't be that critical for anyone.

Thank you for your understanding,

Pete

Subject	— ↗ ✕

Progress check

☐ Did you write about the topic of your email at the beginning?

☐ Did you write what you will do next or what the recipient should do next?

☐ Did you add comments to explain your reasons?

☐ Did you use any of the emailing language from tasks 5 and 6?

b. Compare your email with your partner's email. Discuss the points below.

• Do your emails have the same structure?

• Whose email will be easier for the recipient to read quickly and understand?

• What will the readers of the email probably feel?

Emailing
by Olya Sergeeva

Email A

Hi team,

Here are the docs that will be presented in today's meeting: http://goo.gl/aaa123.

It's a lot but this is everything.

I will also be posting an All Docs folder on Dropbox and will be sharing with the team.

This will keep all docs up to date in one location for easy reference.

Expect an email on this soon.

Thanks,

Joan

Email B

Hi Dan,

Sorry, we really can't attend today.

I have to attend a release schedule meeting with Good Old Project, and John and Kate are working out urgent data requirements with ACME as key folks will be away tomorrow and we need to unblock the team.

Would you please send us the links to Wireframes and Designs today, to this group?

That way, the guys can review and provide feedback tomorrow, before ACME meeting in the afternoon?

We'll try to provide our feedback in the morning latest.

Thanks.

Email C

Thanks for the feedback Tom.

I am generally on board with the approach that you have outlined.

I just have a few questions/comments *inline below*.

Please get back to me guys as soon as you guys can.

It is important that we finalize this because we must begin development of this on Monday.

Thanks.