



BUSINESS SKILLS

LESSON 6: EMAILING

WRITING AN EMAIL

**AIM OF THE LESSON:
TO LEARN HOW TO WRITE AN EMAIL**



Version without a key.



Exercise 1: READING

- Read the definition of an email and complete it with the words from the box.

receptients	submission	digital	address	forward
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Electronic mail, commonly called email or e-mail, is a method of exchanging _____ messages from an author to one or more _____. Modern email operates across the Internet or other computer networks. Some early email systems required that the author and the recipient both be online at the same time, a la instant messaging.

Today's email systems are based on a store-and-forward model. Email servers accept, _____, deliver and store messages. Neither the users nor their computers are required to be online simultaneously; they need connect only briefly, typically to an email server, for as long as it takes to send or receive messages.

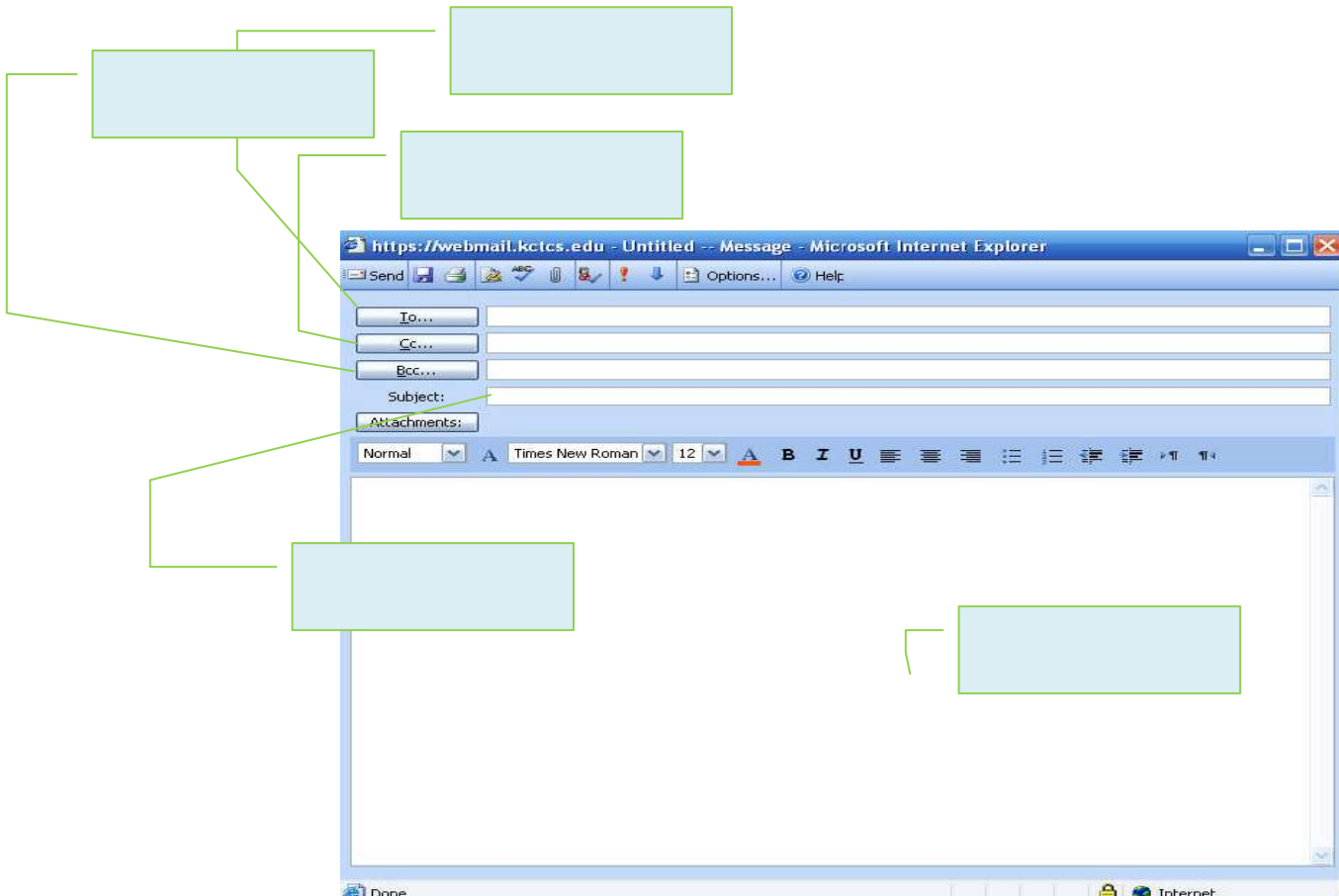
An email message consists of three components, the message envelope, the message header, and the message body. The message header contains control information, including, minimally, an originator's email _____ and one or more recipient addresses. Usually descriptive information is also added, such as a subject header field and a message _____ date/time stamp.

Source: <http://en.wikipedia.org/wiki/Email>

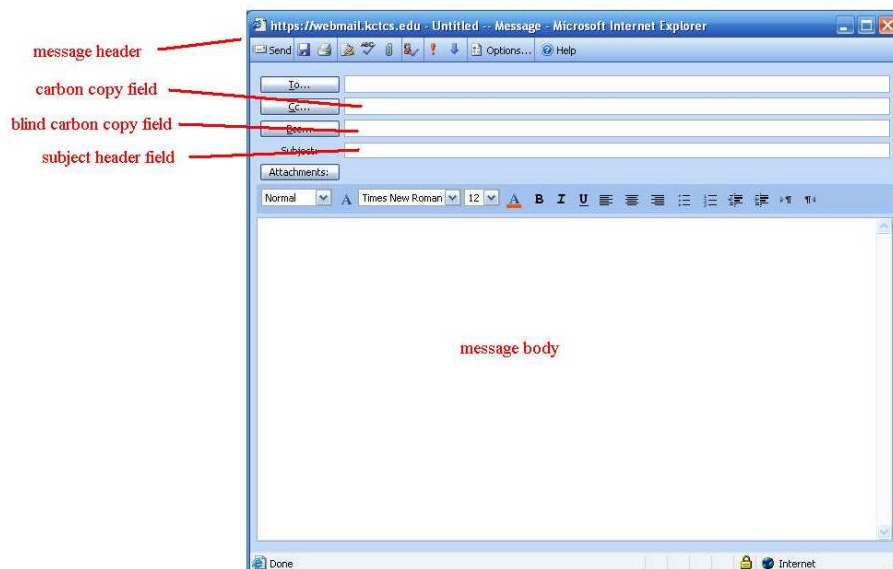


Exercise 2: Label the components of the email.

Message header	Message body	Subject header field	Carbon copy field	Blind carbon copy field
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KEY:





Do you know how to read an email address?

paulasmith@viamail.com



Exercise 3: Email phrases: giving reason for writing & giving information

■ Complete the phrases with the words from the box.

reference

connection

enquire

regarding

reply

regard

➔ Giving reason for writing:

1. In _____ to your email, ...
2. We are writing to you _____ ...
3. I am writing with _____ to...
4. I am writing in _____ with ...
5. _____ your question ...
6. With _____ to ...
7. I am writing to _____ about

regret

let

tell

able

happy

➔ Giving information:

1. I am writing to _____ you know...
2. I am _____ to confirm ...
3. We are _____ to let you know / to inform you / to confirm that ...
4. We are delighted to _____ you that ...
5. I _____ to inform you ...



Exercise 4: USEFUL EMAIL PHRASES.

■ Order the phrases into a proper column. Put a tick in a proper column.

Phrases:	ASKING FOR INFORMATION	MAKING REQUESTS	OFFERING HELP
Could you give me information about ...			
I am interested in finding out/ receiving information about ...			
I would appreciate if you could ...			
I would like to know whether ...			
I would be grateful if you could ...			
I wonder if you could let me know ...			
Would you like me to ...			
I would appreciate your help in this matter.			
Do you think I could have ...			
Please, let me know whether you would like me to ...			
If you wish I would be happy to ...			
I would like to find out / to ask ...			



Exercise 5: USEFUL PHRASES

■ Read the sentences and complete them with the phrases from the box.

find attached	I am afraid	it would be better	as a pdf file
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- _____ there is a small problem with our delivery.
- As agreed on during our meeting I am sending the report _____.

3. Please _____ the documents for the meeting.
4. I am sorry but I am not able to give you this information, _____ if you asked John from Sales Department.



Exercise 6: USEFUL PHRASES

■ Rewrite the sentences and put the words in the correct order.

1. I / attached / a / have / with / leaflet / details / a / and / map / our

2. I / am / venue / times / to / about / the / opening / of / you / writing / enquire

3. I / am / email / your / of 3rd May / with / to / reference / writing

4. Please / would / me / know / me / contact / whether / like / to / the Account Manager / let / you / you

5. I / regret / that / inform / has / your / been / down / to / you / application / turned



Exercise 7 - WRITING AN EMAIL

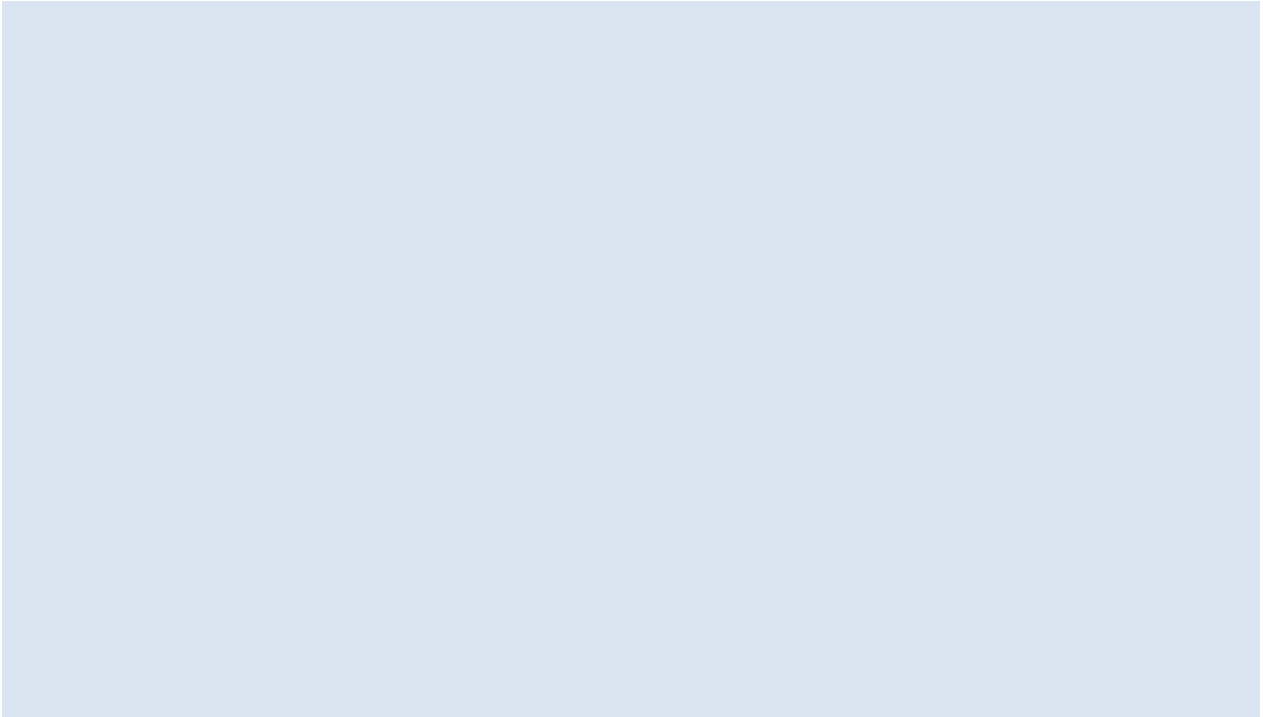
■ Follow the pattern below and write an email to each subject.

1. GREET THE RECIPIENT
2. GIVE THE REASON FOR YOUR WRITING
3. GIVE MORE DETAILS OF THE SUBJECT
4. GIVE FINAL COMMENTS
5. INFORM ABOUT ATTACHMENTS
6. ENCLOSE THE FINAL STANDARD SENTENCE AND A FORMAL ENDING

Here are the subjects:

➔ You are a Sales Manager. Inform your team about the recent sales results.

→ You are an HR manager. Inform your employees about the familiarization trip and its details.



→ You are a boss, ask your assistant to prepare a report you need asap.

