Easy E Mailing

By Easy Access English

Activity One – Revision.

Put the following expressions in the correct order in terms of their place in the e-mail – write a number after each one.

I was pleased to hear from you	
I am writing to you regarding the problem with....	
Please find attached	
I have to inform you that....	
I am sure that we will find a solution....	
Please read the information below and let us know what you think.	
Yours with kindest regards	
Best wishes	
Dear	

All the best	
Following our conversation	
I would be grateful	
I look forward to hearing from you	
Thanking you in advance	
Please find below details of....	
I would like to ask you....	
I was interested in the feedback that you sent me	
Hello, how's it going?	

Activity Two – Answer the following questions:

1. What's the most difficult e-mail you have ever had to write for work?
2. What's the best e-mail you ever received?
3. When did you start regularly using e-mail?
4. Do you e-mail your friends and family often? Do you still use regular mail?
5. Do you like receiving short factual e-mails or do you prefer people to be polite and explain things fully?
6. Do you agree that people can often sound rude in e-mails?
7. Do you think e mailing has saved time in the office or that it really wastes time?
8. How many e-mails do you send and receive each day?
9. Do you often write and receive e-mails in English?
10. Have you ever written a love letter by e-mail?
11. Have you ever had a big misunderstanding by e-mail?

Activity Three – Connect the e-mail expressions in the second column with the situations in the first column by drawing a line from one to the other.

Hearing from someone after a long time	I am really most grateful for your help in this matter.
Apologising for taking too long about something.	I am unhappy with the results of…
Thanking someone for a quick response.	Please could you clarify the following points
Asking for clarification.	Would it be possible to give me some more information about?
Asking for more information.	Thanks so much for getting straight back to me.
Explaining something difficult.	Here is a list of the points I will be explaining in this e-mail.
Explaining a problem.	I would like to inform you that…
Warning someone.	Please consider this as a warning.
Complaining	On the plus side… however the work you have done on … is incomplete and we need to discuss this.
Thanking someone for help.	I have copied… on this e-mail.
Expressing sympathy.	I am writing to you regarding your

	situation… I have to say that I am shocked to hear of your behaviour.
Expressing dissatisfaction.	I must explain that…
Making an announcement.	Please excuse me for being so slow to respond.
Itemising documents attached.	Here are the contact details for… who is expecting to hear from you about this.
Introducing a list.	I would like to explain, step by step…
Putting two people in touch with each other.	Please find attached…
Sending a message to multiple recipients.	It's great to hear from you again.
Sending the results of research.	I find this unacceptable.
Giving a critical appraisal.	Please find attached the detailed results of the survey we carried out on…
Asking for a ticket to be opened	Please confirm the estimated completion date for this update.
Asking for clarification	Please open a ticket
Asking for a ticket to be closed	Could I ask you to clarify a couple of points?
Reminding someone about an issue or a problem	Please could you update me on your progress with this issue?
Asking for an update	This is a legal requirement in France
Agreeing when the project will be completed	Please copy the information for your records and close this ticket.
Reprimanding an employee.	I am very sorry to hear that…

Activity Four – Writing e-mails.

Part A - Answer the following e-mails.

1/(You are away on holiday when this arrives and you don't answer for over a week).
Dear X,
I received your request for changes to the parameters regarding connectivity of absence. However, there are issues with this as the system is unable to determine if absence is continuous or not.
Z

2/
Dear Y,
Please could you inform us of the legal framework regarding split the maximum period of entitlement for maternity leave? We need to configure certain parameters, which have caused problems for payroll. G



Part B – Write the following e-mails.

1/
You write a letter requesting an estimate for some changes to be made to the system.
2/
You write to everyone in your department to announce the fact that you are leaving for a new career. You have decided to become a full time Jazz singer.

3/
You write an e-mail to request changes to the system regarding certain parameters which are creating problems with calculations of paid leave.

4/
You receive an e-mail from a colleague explaining that he/she has fallen in love with you and wants to run away with you to Hawaii. You reply.

Activity Five

EXPRESSION	DEFINITION
Attachment	Where your incoming messages are stored
mail box	a file linked to an e mail message
forward	pass along a message to another address
delete message	write a new message
sign out	transfer mail to its recipient
send	write an answer to an e mail you have received
reply	close the session
new	destroy a message

Activity Six

Put the following expressions in the correct order in terms of their place in the e-mail – write a number after each one.

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