Easy E Mailing

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 – 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…*
Reprimanding an employee.	*I am very sorry to hear that…*

Activity Three – Now let's read through these expressions.

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 am currently organizing a three-day conference for department managers and would like to know who you think would benefit from attending this event. I have attached a preliminary agenda and look forward to your reply.
All the best.
Z

2/
Dear Y,
I have had a lot of trouble recently with flooding in the bathroom area and I was wondering if you knew of any good plumbing companies? Could you let me know if you do? Thanks, hope you are well. G

Part B *– Write the following e-mails.*

1/
You have heard reports of an employee insulting customers and frequently losing his temper. You write to him to issue a warning and to reprimand him for his behaviour.

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 have been doing some research into customer satisfaction and you send them to head office.

4/
You have heard that your boss has been fired and you write them e-mail.

Activity Five – 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?*
5. *Do you still use regular mail?*
6. *Do you like receiving short factual e-mails or do you prefer people to be polite and explain things fully?*
7. *Do you agree that people can often sound rude in e-mails?*
8. *Do you think e mailing has saved time in the office or that it really wastes time?*
9. *How many e-mails do you send and receive each day?*
10. *Do you often write and receive e-mails in English?*
11. *Have you ever written a love letter by e-mail?*
12. *Have you ever had a big misunderstanding by e-mail?*

