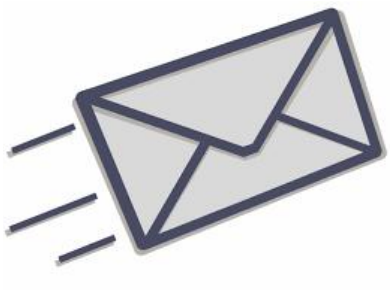
INBOX

EAE Learning objectives for this lesson

Learn how to structure a simple e mail in English. Practice reading and writing e mails to explain technical issues. Learn vocabulary and expressions for e mailing in

Activity One - ***Discussion***



1. Do you send e mails in English for your work?
2. Do you receive e mails in English at work?
3. Do you use a translator to help you? Which one?
4. Do you find it easy or hard to send and read e mails in English?
5. What subject are your e mails about in general?

Activity Two - Match the word with the definition. (Please prepare at home before the lesson).

Compose	save the message but not in your in box
Inbox	Write a message
Archive	the place where you can view all your current messages
Draft	an unfinished, unsent message
Reply	a place to schedule appointments
Mark as read	unwanted mail
Send	indicate that you have read the message
Mark as unread	press a button and the mail will go to your contact
Calendar	indicate that you have not yet read the message
Spam	you answer a message you received

Activity Three - **C**ommon **Verbs** for e mails:

Read the verbs and the examples and find another example for each verb.

Need - We need your help in this matter
Send - Please could you send a replacement part
Allow - Please allow time for…
Ask - Can I ask you.. I'm e mailing to ask.. I'm writing to ask if..
Appreciate - I would appreciate your help..
Mind - Would you mind if..
Could - Could you look into this
Thank - Thanking you in advance for your help
Wonder - We were wondering if you got our first e mail
Contact - Please contact our help desk for more information
Answer - Please could you answer us immediately..
Request - We are writing to request some assistance about..



Activity Four - **Fill the spaces** in the e mail below with verbs from the list above:

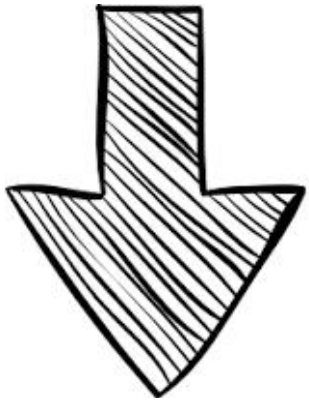
Dear Sir or Madam,

We …….. help because the motor of the air conditioning system broke down. We had to ask you to …….. a replacement part urgently. We sent you an e mail initially to ask for the part. You did not answer, so we sent a request on your website. Then we tried to call you but we could not get an answer.Now we are …….. if there is a problem. Would you mind calling us urgently because we need to find out exactly when you can process our …….... The area where the air conditioning is installed is very hot and customers are complaining. We would really appreciate a quick response. Thanking you in advance,

Pierre from Paris.

Activity Five - Sequencing - These expressions are used in various parts of an e mail - Put them in the correct ORDER by numbering them.

- ☐ I would like to know…
- ☐ Please find attached.
- ☐ If you have any questions don't hesitate to contact me.
- ☐ I'm e mailing to ask…
- ☐ Please could you get back to me to answer..
- ☐ Dear Sir, or Madam…
- ☐ Yours sincerely
- ☐ Thanking you in advance



Activity Six - ***Formal or informal.***

Which of these expressions is formal and which is informal? (Write formal or informal next to each expression).

- ☐ To Whom it may concern,
- ☐ Please can you send the bill as soon as possible,
- ☐ I would much appreciate your help in this matter,
- ☐ Thanks a lot,
- ☐ I await a response at your earliest convenience
- ☐ Please could you send a quick e mail to let me know
- ☐ I was wondering if you got my e mail
- ☐ In reference to my e mail of…
- ☐ Yours with kind regards
- ☐ Best regards



Activity Seven - ***Practice*** - Write an e mail about the following subjects:

- You have seen a beautiful girl/ handsome guy in the office of one of your suppliers and you want to ask her/ him out on a date. You write to your contact there.
- You need some information from head office and it's really urgent. You write to the manager in charge and ask for her help.
- You have a new machine in the kitchen area which has been out of order for a month because the supplier is supposed to be sending a technician to mend it. You write to the company to complain.

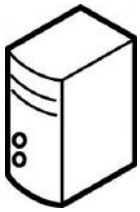
Activity Eight - ***Comprehension*** - Read the e mail and answer the questions.

Dear Sir,

I have been having a lot of problems with our server in the last few weeks. Some users are denied access when they try to log in. Others have complained of documents being lost from their folders. Finally, and most seriously, we have had complaints of spam from clients coming from our internal e mail addresses. We have tried to talk to the help desk about this on numerous occasions but we have not found anyone who was able to resolve the issues. Please could you get back to us urgently with a solution. I would suggest that you run some tests to check for a security breach and that we back up the current server and transfer to a new one if necessary. This issue needs to be resolved immediately. We would appreciate a prompt response to this e mail.

Best regards,

Pierre from Paris.



Questions:

1. Why is Pierre writing this e mail?
2. How formal is the e mail?
3. What's the tone of the mail?
4. What does Pierre think the problem might be?
5. What does Pierre want?

Activity Nine - Write an e mail reply (on the chat box) and your teacher, or the other people in the class have to guess what it you are replying to.

Activity Ten - ***How to sign off…***

Here are some different choices of how to end an e mail - in what circumstances do you think each one should be used?

- With love from..
- With kind regards,
- With best regards,
- Yours sincerely,
- Looking forward to hearing from you, all the best,
- Best regards,
- Cheers!

Activity Eleven - ***Comprehension activity.***

Listen to the song and answer the questions. Remember that you do not have to understand everything, you just need to listen for the key information.

R.B. Greaves -Take A Letter Maria

https://www.youtube.com/watch?v=Z9Y0x1jLkLg



Who is writing the letter?
Who is dictating the letter?
Who is the letter to?
What is the subject of the letter?
Who else will get a copy of the letter?

Activity Twelve - ***Write a short e mail*** *(in the chat)* explaining one of the problems from the images below:





