Lesson Plan Easy Access English

e-mailing with confidence :)



EAE Learning objectives for this lesson

Learn and practice expressions for e mailing.

Introduction: Ask and answer with your partner.

☑ Do you send and receive e mails in English for your work?
☑ What difficulties do you experience when e-mailing?

Activity One - Expressions

Link the expressions to their definition - work with your partner.

EXPRESSION	DEFINITION
Attachment	Where your incoming messages are stored.
inbox	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 Two

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 Three - e mail quiz.

Answer your teachers questions about the e mails.

Messages :

Message 1

Dear Maria,
Thanks for calling me the other day. I'm sorry I wasn't able to take your call. I received your report and have been reading it with interest. I would like to ask you a couple of questions.
First of all, how quickly are you expecting to implement the new system ?
Secondly , how many stores will be used for the initial trial ?
It would be great if you could get back to me on this quite soon.
I look forward to hearing from you.
All the best
Anne Marie



Message 2

Dear Erika,
I was pleased to get some feedback from you regarding our latest newsletter. Please read the information below as regards the proposed changes. We are going to print in 24 hours so I would appreciate a prompt reply.
Kindest regards,
Helga

Message 3

Dear Jane,
We have been notified by our supplier that invoice number 1223344 has still not been paid. Please contact their accounts department with the bank transfer details and copy me on the e mail. The person in charge there is Richard Gere and his e mail address is as follows; sexyoldguy@hotmale.com.
Thanks for getting on to this asap. Sincerely
Anne Marie

Activity Four - e mail practice.

Compose the following e-mails.

Practice 1
You write to the parent of a student to ask why their child has not been attending classes recently. Your partner is the parent and will write a reply.

Practice 2
You write to a student to explain that their fees have not been paid on time. Your partner is a student and answers the e mail.

Practice 3
You have some specific questions about an exchange project. You write to a foreign university about it. Your partner writes the reply again.

Activity Five – 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 Six - Class discussion

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?*



Activity Seven - ***Consequences***.

In teams - start to write an e mail and then fold the paper it's written on so that the other people can only see the last line. The next person has to continue to write the e mail. At the end let's see how it reads!

Activity Eight - ***After this lesson…***

After this lesson please try to write as many e mails as possible in English and bring them to the next lesson in the series. We will discuss and correct them together and try to compile some task based vocabulary to help you in general to broaden your vocabulary with useful work-related words. We'd like you to learn new words which you can use again and again in e-mails.

Let's discuss strategies for learning new vocabulary in general.

Here is an article which could help you.

http://www.easyaccessenglish.com/blog/2012/06/apprendre-anglais-formation/

