

How to EASILY write effective e-mails in English



By

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About the author

Independent Language Consultant, Business English Trainer, Teacher Trainer and Life Coach; qualified RSA CELTA; LCCI CertTEB; co-author of Clockwise Intermediate Resource book for Teachers - Oxford University Press (OUP). Founder of C2Dcoaching and Englishconnected and co-founder of AILTS (Association of Independent Language Teachers and Services) offering support, networking and Continuous Professional Development to teachers of all languages.

Experience

Director of Studies, Training Manager & Teacher Trainer in two top language schools in Rome and a wide experience in level testing, language auditing and gap analysis.

Over the years I have done in company training in many top multinational companies (Oracle, Confindustria, Telecom Italia, Samsung, Atos Origin, Eltag Datamat, Italian Ministry of Economy to cite but a very few) and have written and taught report writing skill courses for the United Nations World Food Programme (WFP) in Rome, Tanzania and Eritrea.

Continuous Professional Development

Over twenty years experience in the TEFL business helping extremely busy people reach a high level of proficiency in the English Language and training and developing teachers to be the best teachers they can possibly be. Realising along the way that everyone has an enormous potential within them and truly wanting to help and encourage this potential to emerge; always being a great believer and supporter of Continuous Professional/Personal Development (CPD) – the process of becoming the best you can in all areas of your life.

My approach

My approach is always learner-centred; tailor-making courses and programmes with interactive, relevant and effective materials. After over twenty years experience in teaching and training people in company with very little time available but a strong desire or need to learn English, I am always searching for new ideas, approaches and solutions that take into account this big problem but offer good, solid, high quality content. My aim is to help you to achieve your goals using the little time you have available effectively. The courses I offer are all designed to meet your needs, deal with linguistic, logistic and time problems; fitting in with any lifestyle and situation.

Follow my blog and sign up for English Keys (*there are free!*) on www.englishconnected.com

Join me on Facebook at <http://www.facebook.com/pages/Englishconnected>

Introduction

How to easily write effective e-mails in English

E-mails have now become a fundamental component of every day communication, particularly in the business world. They have become the standard way of communicating, not only within organizations, but also with customers, clients, suppliers and business partners. They are immediate, readily available and easy to use.

The world has become a much smaller place to live and work in now that we can send and receive messages at such an incredible speed over such enormous distances. This has led to business been done on a much faster and more intense level and we have more and more international business contacts and opportunities than ever before.



Working on an international level, however, often means having to communicate in a foreign language – how much difficulty does this create for your daily life?

Writing effective e-mails in our native language is challenging enough; the difficulty in another language is obviously magnified. The quantity of time we spend writing e-mails in a foreign language often exceeds the quality of the message we actually send. We all know that it takes twice as long, and even longer, to write

something in another language, don't we?! I know, I can assure you, it is the same for me in Italian. No matter how 'fluent' we are in a second language, we always worry about embarrassing ourselves and not giving our usual professional image when we communicate to our customers and business in a language that isn't ours.

One of the most time consuming, yet important, tasks that we have to do each day is to go through our inboxes that overflow with messages that require responses – urgent and non. Precious time is taken away from the activities and results we have to produce while we worry and feel frustrated about making mistakes, creating misunderstandings and not being able to express ourselves in the same way as we can in our own language. With the amount of e-mails we have to deal with on a daily basis, even seemingly "unimportant" e-mails become much bigger obstacles than they should be. All this frustration leads us to build up even more stress in our work.

Learning to write in English, however, does not have to be painful and stressful. This e-workbook has been specifically created with you in mind. It aims to help you to:

- become more competent and confident in writing e-mails in English;
- have at your disposal, all the basic key expressions and phrases you'll need;
- express yourself clearly, simply and concisely;
- write organized, focused and effective e-mails;
- avoid writing unnecessary e-mails;
- obtain the results, information or action you require more effectively and promptly.

This practical and informative e-workbook offers indispensable guidance for writing simple, short and organized e-mails in English. It is full of useful and valuable information and advice on e-mail communication and structure. It contains lots of essential formal and informal functional phrases and expressions in English. There are over 34 practical activities for you to complete and lots of practical rules for you to have available whenever you need them.

The e-workbook consists of five modules. Each module focuses on different components and structure of an email, key functional language and phrasal verbs and useful and practical activities have been incorporated to help you immediately repeat, practice and consolidate the language and concepts introduced in the module.

This e-workbook offers you structure and a 7 point framework to follow:

1. identify your audience;
2. identify the purpose of your e-mail;
3. write a suitable subject line;
4. select an appropriate greeting and opening phrase;
5. say why you are writing;
6. select an appropriate closing phrase and sign off;
7. check your e-mail for errors and style then push the send button.

It's as simple as this. Obviously you have to add the relative personal content – time / dates / official data etc (I can't give you this information!) – but, along with checklists, sample e-mails, useful reference data and punctuation and spelling tools you have everything you'll need in order to be able to easily write effective and focused e-mails in English. Finally no more stress!

Happy e-mailing!

Fiona

PS There is now a companion **Tutored e-workbook** to use with this e-book! Check it out on page 114. ☺

Module 01

Why e-mail?

Business e-mails should represent both the person and the organization in a highly professional manner. They are designed to get a result, to communicate an important fact, or to get a response. They have a very specific function:

- to ask for / to give information
- to ask for clarification / to clarify
- to ask for confirmation / to confirm
- to ask for help or advice / to offer help or advice
- to ask for action / to promise action
- to invite / to accept an invitation / to make arrangements
- to make a complaint / to apologise

How long should an e-mail be?

E-mail is meant for quick, simple communication. In general, an e-mail should not be more than 4 or 5 paragraphs long. Anything much longer than this is usually better sent as an attachment.

Do not write unnecessarily long e-mails; the shorter they are, the better. Most people receive tons of e-mails each day and have a limited attention span so do not assume that the reader has the time or the desire to read your entire e-mail.



You need to express what you want to say to your reader concisely and simply.

- Write short sentences and short paragraphs;
- Do not use unnecessary words and phrases. You do not need to impress them with fancy language or lengthy texts.

When you are writing always keep in mind the following phrases and acronyms:

Express not Impress

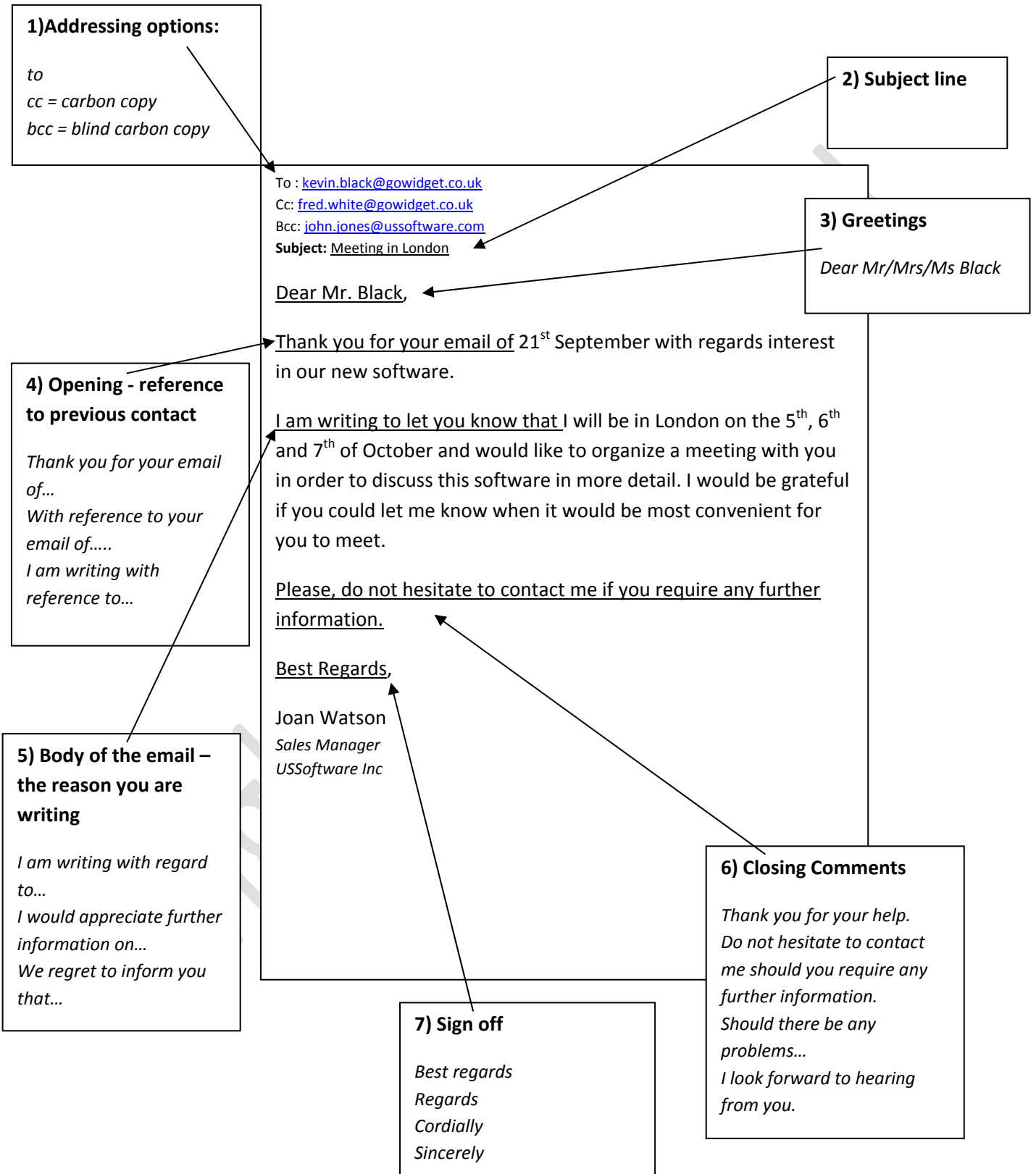


KISS – Keep It Short and Simple

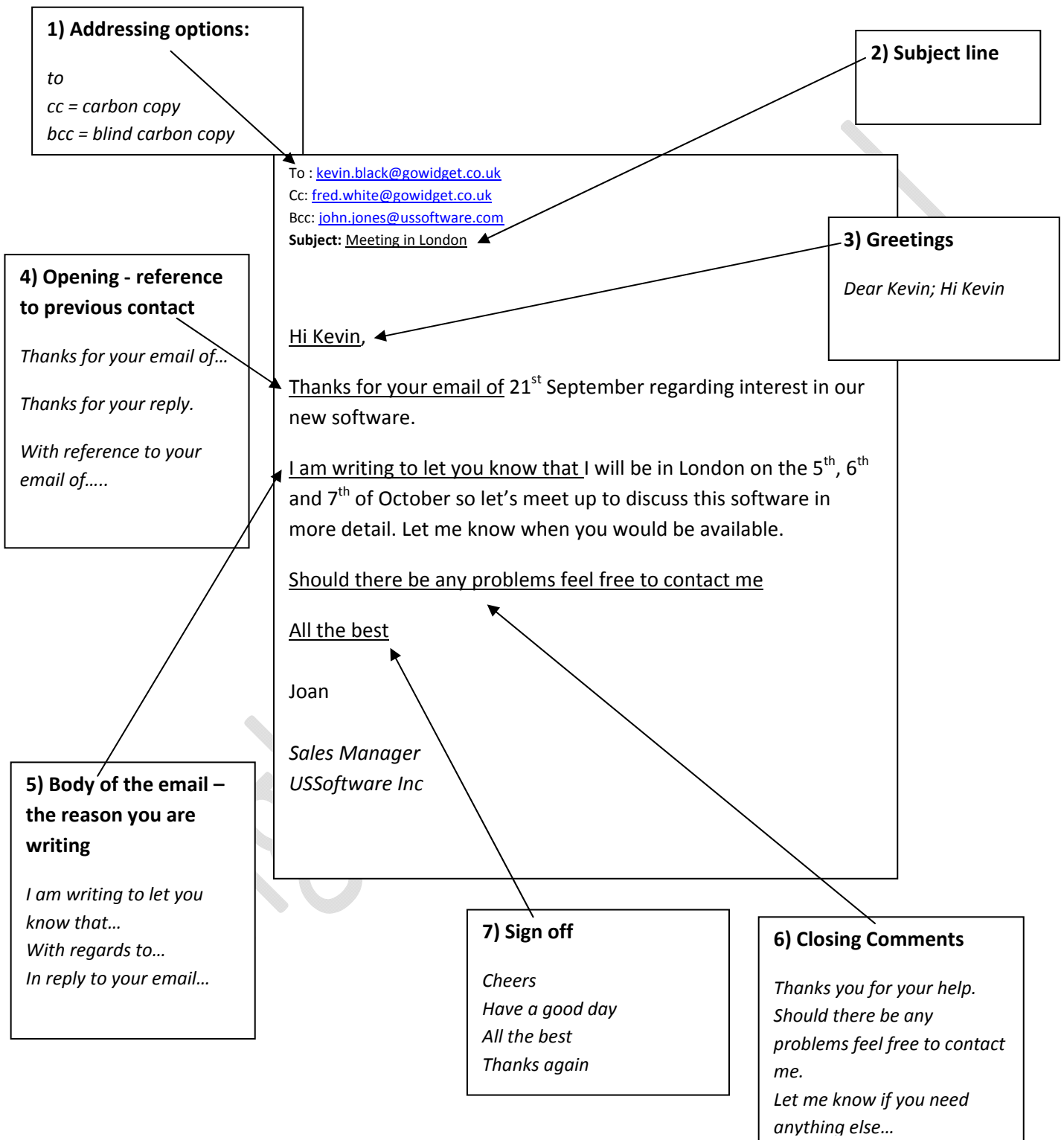
Get the main message of your e-mail explained in the shortest possible space. Many readers use their preview pane to decide whether to read an email or not, so make sure the main points of your e-mail are visible in your reader's preview pane.

Remember - just get your message over, close and sign off.

Basic structure of an e-mail – Formal Style



Basic structure of an e-mail – informal/casual style



E-mail Greetings

- To address someone you don't know (*informal/friendly*):
i.e. Hello Albert, Dear Ann,
- To address someone you don't know (*more formal*):
i.e. Dear Ms. Jones, Hello Mr. Black,
- If you do not know who will read your e-mail, you can use:
To whom it may concern, (*formal*) Hello, (*informal/friendly*)
- To address someone you know well:
i.e. Hi John , Hello John,
- If you are addressing a group of people, you can say **Dear** plus the unifying attribute
i.e. Dear Project Managers, Dear (*name of Company*), Dear Members,
- Do not use **Sir** or **Mr.** unless you are absolutely **certain** that the recipient is male.
- Use **Ms.** instead of **Miss** or **Mrs.** unless you know the recipient.
- Do not use Mr., Mrs. or Ms. with a first name – **only** with a surname.
i.e. Dear Mr. Cooper **NOT** Dear Mr. Paul
- Avoid using **Good Morning** or **Good Afternoon** as the time of day could have changed by the time the recipient reads the e-mail.
- Always put a comma after the greeting and then start the sentence with a CAPITAL letter:
i.e. Dear John,
 Thank you for.... Dear Mr. Biggs,
 With reference to your email....

Standard opening lines for e-mails

We need an opening line in an e-mail in order to:

- o say how we found the recipient's name and / or address;
- o introduce ourselves;
- o make reference to any previous contact we have had;
- o say why we are writing.

Formal	Informal
I was given your name /link/e-mail address by a colleague of mine/yours, John Smith.	I am a friend/colleague of
Please may I introduce myself. My name is Kevin Kirstern.	My name is....
I found your e-mail/site on / in....	
With reference to... OR With regard to.... ...your e-mail of 12 th January,your enquiry,our meeting yesterday,our telephone conversation,our discussion,	
Following our..... ...telephone conversationyour e-mail,your enquiry,	
Thank you foryour e-mail,your e-mail of the 7 th June... ...your reply...	
In reply to your e-mail, here is the information requested.	Here's the information you requested / asked for.
I am writing with regard to.... I am writing in relation to... ...your e-mail of the 21 st November... ...your enquiry... ...your invitation... ...your complaint...	
I am writing toenquire about.... ...receive more information about...	

Functional language: making arrangements

Formal	Informal
I/We would be happy to arrange/organise a meeting with you.	Let's meet up to discuss....
I/We would be happy to discuss this matter/product with you at your convenience.	How about a meeting next week?
I/We would be pleased to meet up and discuss....	How about Tuesday at 11am?
Would you be available on the 15 th for a meeting?	How about the 12 th ?
Would you be available to discuss the problem / the project/.....?	Shall we meet up to discuss.....?
When would be convenient for you to meet?	Let me know your availability for next week.
Would Tuesday at 9am be convenient for you? I'm afraid not, but 11am would be fine.	Let me know when you're free tomorrow to discuss.....
I could be available on Monday at 4pm.	When would you be free/available for a meeting?
Please confirm your availability to meet on Tuesday at 9am.	Would you be free to meet on the 12 th April?
That would be fine / good /perfect.	Would Tuesday be ok?
10am would be fine. The 12 th April would be perfect.	I can be available on..... at.....
I am afraid I have a previous engagement at that time/on that day.	I could make it for 12.30, if that's ok with you.
Shall we meet in my/your office?	I'm afraid I can't but Wednesday at the same time would be fine.
	I'm sorry but I won't be in the office at the time. How about tomorrow at the same time?
	See you on Thursday at 2pm.
	Let's meet in meeting room 12 on the 2 nd floor.

Sample e-mail: making arrangements

To : bill.hopkins@geevesandsanders.com
Date: 17.03.11
Subject: Meeting to discuss Italian contract

Dear Bill,

With reference to your e-mail of the 12th March regarding the new Italian contract, I would like to organize a meeting with you as soon as possible to discuss the various stages of this project.

Would you be available on the 19th at 10am? If not, when would be convenient for you?

Please, do not hesitate to contact me if you require any further information.

Cordially,

Ben

To: ben.johnson@smithson&co.co.uk
Date: 17.03.11
Subject: Re:Meeting to discuss Italian contract

Dear Ben,

With regards to our meeting to discuss the various stages of the new Italian contract, the 19th would be fine for me but I'm afraid I have a previous engagement in the morning. Would 2pm be convenient?

Regards

Bill

*Sales Manager
Geeves & Sanders Ltd*

To: bill.hopkins@geevesandsanders.com
Date: 17.03.11
Subject: Re:Re:Meeting to discuss Italian contract

Dear Bill,

2pm would be fine.

I'll send you the meeting agenda later on today.

See you on the 19th.

Best Regards

Ben

*Key Account Manager
Smithson & Co Ltd*

Phrasal verbs: making arrangements

Here are some very common phrasal verbs that you can use when making arrangements. They are usually found in more semi-formal/informal situations.

Phrasal verb	Meaning	Example
to be on	<i>to find out if a meeting/appointment/event/party is happening/still scheduled/is taking place.</i>	"Is the meeting on tomorrow?" "No, it's been postponed until Wednesday." "Are we still on for tonight?" "Yes, see you at 8pm."
to be off	<i>to say that something is cancelled or is not valid anymore.</i>	"I'm afraid the deal is off with Geeves & Sons." "The conference call to Paris is off for the moment. We need to re-schedule it."
to put on	<i>to host an event, a conference, exhibition, large gathering.</i>	"They put on a very informative conference this year."
to have [a lot] on	<i>to have professional / personal arrangements or scheduled events.</i>	"I'm afraid I have a lot on this week. Can we arrange something for the following one?" "I don't have much on this week. How about lunch tomorrow?"
to meet up	<i>to get together with colleagues professionally or friends socially.</i>	"Can we meet up to discuss the details of the contract?"
to call off	<i>to cancel a scheduled event.</i>	"He had to call off the meeting as he was ill." "The conference has been called off due to lack of participants."
to put off	<i>to postpone an appointment to a later time or day.</i>	"Can we put the meeting off until Thursday?"
to bring forward	<i>to make an event happen sooner than originally planned.</i>	"Can we bring forward the meeting to 3pm instead of 4pm?"
to get back	<i>to return/call/report back later.</i>	"I'll get back to you as soon as I have the information you've requested."
to make it	<i>to arrive somewhere</i>	"I'm afraid I'll never make it to the meeting at 5pm. I have a previous engagement on the other side of town." "Can you make it for 5.30pm?" "I'll try!"

Activity to complete 01: phrasal verbs – making arrangements

Match each phrasal verb to their definition.

1. to be on	<i>a. to postpone an appointment to a later time or day</i>
2. to meet up	<i>b. to return/call/report back later</i>
3. to put on	<i>c. to have professional / personal arrangements or scheduled events</i>
4. to have on	<i>d. to make an event happen sooner than originally planned</i>
5. to be off	<i>e. to find out if a meeting / appointment / event / party is happening/ still scheduled/is taking place.</i>
6. to call off	<i>f. to arrive somewhere</i>
7. to put off	<i>g. to say that something is cancelled or is not valid anymore</i>
8. to bring forward	<i>h. to get together with colleagues professionally or friends socially</i>
9. to get back	<i>i. to host an event, a conference, exhibition, large gathering</i>
10. to make it	<i>j. to cancel a scheduled event</i>

1.	2.	3.	4.	5.
6.	7.	8.	9.	10.

Activity to complete 02: phrasal verbs - making arrangements

Complete the sentences with one of the phrasal verbs in the box below. Take care to put the verb into the correct tense.

1.put on	2. put off	3. is on	4. brought forward	5.get back
6. have.....on	7. meet up	8. is off	9. make it	10. called off

1. Hi Jim, Can you confirm if the meeting _____ for today, please? Thanks. Susan
2. When can we _____ to discuss our goals and objectives for 2012?
3. We need to discuss the budget, and recruit and work with the right people to ensure successful completion of the tasks required to _____ this conference.
4. I'm sorry but I _____ a lot _____ next week. It's going to be difficult to find some time to meet.
5. The meeting had to be _____ because too many people had flu!
6. We'll have to _____ launching the product until we find a new marketing manager.
7. The meeting has been _____ to Monday instead of Thursday as too many people weren't available.
8. I was sure you weren't coming to the meeting, so I am really pleased you managed to _____!
9. "John, I urgently need last month's sales figures." "OK, Bob, I'll _____ to you as soon as I can."
10. After all that hard work the deal with Johns & Beech _____.

Activity to complete 03: parts of an e-mail

1. Match the text each part of an e-mail in column A with the correct text in column B.

1. e	2.	3.	4.	5.	6.	7.	8.
------	----	----	----	----	----	----	----

1. greeting	a. With reference to your e-mail of the 7 th October, I have not yet received the information required.
2. body	b. Best regards
3. closing comments	c. Sales figures needed urgently
4. sender	d. Thank you in advance for your help. Please do not hesitate to contact me should you need any further information.
5. opening - reference to previous contact	e. Dear Mr. Hamilton,
6. receiver	f. Could you please send me the sales figures as soon as possible, as I urgently need to update our files and complete the annual report.
7. sign off	g. To: john.hamilton@kasperaccounts.co.uk
8. subject line	h. Sam Jones

2. Now put the e-mail in the correct order.

1. g	2.	3.	4.	5.	6.	7.	8.
------	----	----	----	----	----	----	----

Activity to complete 04: jumbled e-mail

1. Below are two e-mails that have been jumbled up. E-mail A is requesting information. E-mail B is answering. Decide which texts belong to e-mail A and which belong to e-mail B.

1. You supplied us with the figures for the first 3 financial quarters, but we have yet to receive any information for the period from October to December. I would be grateful if you could send me the information requested as soon as possible.	
2. Kind regards	
3. harry.potts@exton.com	
4. I am writing with regard to our sales figures for the year 2010.	
5. Regards	
6. Sales figures 2010_October to December	
7. Mary	
8. Don't hesitate to contact me should you need any further information.	
9. baxter.m@lewisaccountants.co.uk	
10. Dear Harry,	
11. Thanks in advance.	
12. I'm sending it as a pdf file and it includes all of the sales data for the period in question. Let me know if you have any problems downloading it.	
13. Dear Mary,	A
14. In reply to your email of the 7 th November, please find attached the information you requested.	
15. RE: Sales figures 2010_October to December	
16. Harry	

2. Put E-mail A and E-mail B in the correct order.

E-mail A

1.	2.	3. 13	4.
5.	6.	7.	8.

E-mail B

1.	2.	3.	4.
5.	6.	7.	8.

3. Put each part of the e-mails under the correct heading.

<p><u>Receiver (To)</u></p> <p>1. harry.potts@exton.com</p> <p>2. baxter.m@lewisaccountants.co.uk</p>	<p><u>Subject line</u></p> <p>1.</p> <p>2.</p>	<p><u>Greeting</u></p>	<p><u>Opening phrase</u></p>
<p><u>Body</u></p>	<p><u>Closing phrase</u></p>	<p><u>Sign off</u></p>	<p><u>Sender</u></p>

Activity to complete 05: identify the missing word 01

Each of the following 8 opening phrases has one word missing. Add the missing word.

1. With reference your email of 10/08/10 ...
2. I am writing regard to your enquiry....
3. I would like receive more information about....
4. In reply your email, here is the information...
5. I am colleague of John...
6. With regard your memo of the 25th April...
7. Thank you e-mail of the 25th march.
8. I was given your name a colleague of yours, Sally Wilburs.

Activity to complete 06: e-mail 01

Complete the e-mail below with words or expressions in the box.

1. is located	2. find attached	3. look forward	4. kindly confirm
5. to be held	6. to complete	7. to attend	8. the next

Dear Members,

Please find attached the amended agenda for _____ meeting _____ on February 8th, 2011 from 11a.m. to 4p.m. at the Brussels Airport Reagis Meeting Centre. The meeting centre _____ on the first floor of the airport (one floor up from the departure hall).

_____ whether you plan to attend. For those of you who cannot attend, I have attached a proxy for you _____.

I _____ to seeing you soon,

Janet Wallis

Associate Director
Euromedics

Activity to complete 07: e-mail 02

Complete the e-mail below with words or expressions in the box.

1. let me know	2. your participation	3. members	4. accommodation
5. earliest convenience	6. the draft agenda	7. say goodbye	8. Executive Director

Dear FCLS _____,

Please find attached _____ for our next Board meeting to be held on 19th October, 2011.

After the meeting, we have organized a dinner in order to officially _____ to Wallace Alberts who has recently stepped down as the _____ of FCLS.

Kindly _____, for those of you who have not yet done so, whether you require _____ for the night of 19th.

I would appreciate it, if you could confirm _____ at your _____.

Best Regards

Mary Walters

Activity to complete 08: e-mail 03

Complete the gaps in the e-mail below using **ONE** word only:

(1) _____ Ms. Black,

With (2) _____ to your e-mail sent 16th of January, we would be (3) _____ to organise a meeting with you to (4) _____ in more detail the training course you propose.

Would you be (5) _____ to come to our offices (6) _____ 25th January (7) _____ 11 a.m.?

Please do not (8) _____ to contact me should you require any further information.

I look (9) _____ to hearing from you soon.

Best (10) _____

Susan Jones

*Director of Human Resources
Darmen Group Ltd*

Module 1

DON'T FORGET!



- e-mails are meant for quick, simple communication;
- keep all of your business e-mails short and simple;
- write short sentences and short paragraphs;
- do not use unnecessary words and phrases;
- get the main message of your e-mail explained in the shortest possible space;
- Express NOT Impress

KISS



(Keep It Short & Simple)

Module 02

Take the time to plan



Well organized e-mails are much more effective; they take up less of your time (and the recipient's), improve clarity, communication and your relationships with the receiver.

Before writing, you need to spend a little time and effort to plan your e-mail in order to make it effective.

You need to have very clear in your mind the following:

- Who are you writing to – who is your audience? Do you know the person? Is it a business colleague or a known customer? Is this a first time contact? Is it someone senior in your company or another company?
- What tone do you need to use? You need to address your contact with the most appropriate level of formality. Once you have identified your audience you can decide if your tone needs to be formal, semi-formal or informal.
- What is the purpose of this email? What is your objective and intent? What do you want the recipient to do? What action do you want them to take? What decisions do you want them to make?
- Why do you want the recipient to take this action / make this decision?
- Do you need to refer to previous contact / an e-mail / telephone conversation / a meeting?
- Is there a deadline for the action / the decision? Is it urgent?

It is important to be precise and factual in your correspondence. Being vague or general can cause confusion and misunderstandings and result in too many unnecessary e-mails sent back and forth.

Gather any relevant details and facts you need to include before you start writing (i.e. previous e-mails, records of telephone calls, dates of meetings, reference numbers, availability etc.).

Keep your message brief but be sure you include all relevant details or information that are necessary for the recipient to understand your request or point of view. Express your message in a clear, logical and concise way.

Remember that bullet points are easier to follow than long blocks of text. Use them to set out any complicated information.

Deliver the message that you intend with clarity and organization and you will get the information or action you require – the first time. Keep your focus on the purpose and intention of your e-mail and you'll get the results you need.

Consider the following two e-mails:

E-mail A – an unorganised e-mail

Hi Frank,

When you can, I would appreciate talking to you about a concern I have with one of our clients.

Cheers

Robert

This e-mail gives the recipient no real information. What does Robert want to talk about? What is he concerned about? Who is the client in question? When does Robert want to talk with him? When would he be available? When would Frank be available? How does Robert want to talk to him – on the phone/organise a meeting/by e-mail?

This would probably need at least another three or four e-mails back and forth before the situation is clear and the appointment is organized.

E-mail B – an organised e-mail

Hi Frank,

I would appreciate talking to you about our client Euroexports and my liability about working with them without a contract.

Would you be available on Tuesday at 11am for a brief meeting?

Cheers

Robert

As you can see, with only a little thought and just a few extra words, this e-mail is so much clearer. The recipient knows exactly who the client is, what Robert's problem is, how he wants to talk to him – face to face in a meeting - and he knows exactly when Frank is available to meet – he has suggested a precise time and date for the meeting.

This would only take one more e-mail if the day and time are convenient, possibly two if it is necessary to confirm another date. Once you have all the necessary details you can easily make your business plans accordingly.

Remember! Well organized e-mails are **much** more effective and get you results **much** quicker.

Preview pane

Business e-mail is designed to get a result, to communicate an important fact/data or to get a response.



Nobody likes long e-mails, so do not assume that your reader possesses the time or desire to read the entirety of your e-mail. Remember that time is money and people like saving money.

A preview pane allows recipients to view the top two to four inches of an e-mail without actually opening it. Many readers use it to decide when and whether to open an e-mail or not. Some never read past the first screen and very few read past the third.

Here are some interesting statistics to consider:

- *69% of at-work email users usually view emails in their preview panes.
- *80% of at-work users in the US rely on Outlook, which offers preview panes.

(* MarketingSherpa – a US based online research firm providing benchmark reports).

The most effective e-mails always place priority information at the beginning, ideally in the first paragraph. A quick introduction should lead directly into everything the reader needs to know in order to take action or make a decision.

It is not wise to save any request for action or approval until the end. You get much better results by keeping your e-mail concise and getting to the point early on. Do not forget that reading online is much harder than reading offline, so keep paragraphs short. Large blocks of text in an e-mail can be off putting and are also harder to skim read.

The text on the top half of the screen carries a much greater chance of being viewed so try to fit your priority information onto one screen without needing to scroll. Take your message to the top of your e-mail where it will be seen and read.



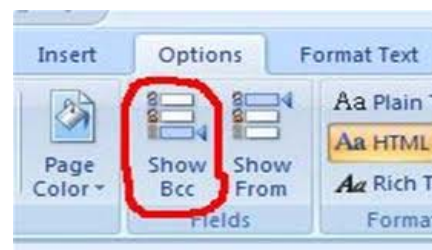
Addressing Options: To, Cc and Bcc

The **To** field

Always make sure you e-mail the right people, in the right way. The To, Cc and Bcc fields allow you to indicate how your message should be read by the people that receive it.

The **To** field is used when:

- the message directly affects the recipient;
- you expect action from the recipient.



It's also a good idea to include all the people you put in the **To** field in your opener line. This lets the others know who is involved in the conversation

i.e. *Hi Sam, Anne, Kevin, and Mary,*

If you are sending to more than four people, don't bother with this and just start with *Hi all* or *Hello team*.

The **To** field can be used for as many addresses as you like.

Always check the **To** field when you reply. Too many people have intended to reply to a single sender when, in fact, their reply went to the entire list—much to their embarrassment. If you want to be extra-careful, start a new e-mail and type the single recipient's address.

Before sending the e-mail make sure that the name and e-mail address in the **To** field are correct. Many email providers fill in the **To** field for you when you type in the first few letters of an e-mail address or a recipient's name. Make sure the right name is there. You want to make sure your message reaches its intended destination, or that it doesn't reach an unintended one. It is a good rule to add the **To** e-mail address after you have proof read the e-mail. This will stop you from accidentally sending an e-mail prematurely.

The **Cc** field (*Carbon copy*)

The **Cc** field is used when:

- you want to keep people informed – 'in the loop' – on certain issues, but who are **not** directly involved (often used to keep managers up to date);
- they do not need to act or reply to the e-mail;
- you want to make aware that other people know what is going on (in case you want them to take the content more seriously, or treat it as more important or urgent).

Always **Cc** with moderation. **Ccs** can lead to traffic jams in people's in-boxes and create a sense of impersonality between the sender and the main recipient.

If you are in **Cc** and have something important to add to the conversation, reply only to the sender and do **NOT** hit Reply to All.

The **Bcc** field (*Blind carbon copy*)



The people in the Bcc field are concealed from other recipients in the 'To', 'cc:' and 'bcc:' fields. This field is used when:

- discretion is required
- you want other people to receive the message, but you don't want the other recipients to know they got it.
- sending an e-mail to hundreds of people - e.g. a newsletter to "undisclosed recipients". You don't want them all to see each other's e-mail addresses so you use this field.

Standard closing lines for e-mails

We need a closing line in an e-mail in order to:

- make reference to a future event;
- repeat an apology;
- ask for action;
- offer help;
- express urgency.

Here are some examples of standard closing lines to use when you are writing an e-mail.

We / I look forward to...

...seeing you on the 7th April.

...hearing from you soon.

...meeting you on the 10th March / tomorrow / next week.

...working with you.

... hearing from you **at your earliest convenience**.

I look forward to your reply.

Thank you, in advance, for your time.

Thank you for your patience/understanding.

I await receipt of the information we discussed.

Please accept again my/our apologies for...

...this misunderstanding/this issue/this matter.

...any inconvenience caused.

...my/our mistake.

We/I hope we/I haven't caused you too much inconvenience.

We apologise for our mistake and we would like to take this opportunity to assure you that it will not happen again.

Formal/neutral

Please do not hesitate to contact me should you need any further information.

Do not hesitate to contact me if you would like any more information.

Please feel free to contact me again if I can be of further assistance.

Please don't hesitate to contact me with any questions or concerns you may have.

I hope this clarifies the situation.

Informal

Feel free to contact me...

Let me know if you'd like any other information.

Get back to me if you need anything else.

Speak to you soon.

I hope I have been of some help.

Functional language: asking & giving information and advice

Here are some standard phrases for asking and giving information and advice.

Formal	Informal
I am writing to enquire about	Could you give me some information about...
I would be interested in receiving further details about	I would like to know more about... I'd like to know....
Please could you give me the necessary details concerning?	Can you tell me a little more about...
I am interested in receiving/finding out more information on....	Please send me... Please tell me about... Please let us know about...
I would appreciate further information on ...	I'd like some information about...
I would be grateful if you could send me...	Please could you give/send me... Please could I have...
I would be grateful for your advice concerning....	I would like some advice on.... I'd like your advice about...
I would be grateful for further advice.	It has come to our notice/attention that...
I'd like your advice about a problem I have.	I've got a bit of a problem.
I was wondering if you had any ideas about ...? What would you advise me to do?	Do you have any ideas about ...? What do you think I should do?
I think it might be a good idea to ...	I think you should ... You can /could / should...
Have you thought of ... (+ing)?	What about ... (+ing) Why don't you...? How about...?
I would appreciate your advice on With regard to your enquiry about we advise you to... ..	
Please be advised that...	
In response to your enquiry may we suggest that you contact our sales department...	

Sample e-mail: asking for information

To: joan.thompson@egosoftware.net
Date: 23rd September 2011
Subject: information about new software

Dear Joan,

With reference to our meeting on the 21st September, I would be very interested in receiving further details about the new software application you mentioned.

We are currently moving into the international market and your software could be just what we are looking for.

I look forward to hearing from you.

Best Regards,

Fred

*Purchasing Manager
FT&P Ltd*

To: fred.cook@ftandp.co.uk
Date: 24th September 2011
Subject: Re: information about new software

Dear Fred,

Thanks for your e-mail and your interest in our new software.

Attached you'll find a detailed description of the application in question.

I would be very happy to organize a meeting with you in order to personally demonstrate the application to you. I'll actually be in your area tomorrow around 4pm. Would that be a convenient time to meet up?

Regards

Joan

*Sales Manager
Egosoftware Ltd*

To: joan.thompson@egosoftware.net
Date: 24th September 2011
Subject: Re:Re:information about new software

Dear Joan,

Great! Thanks for the information.

I'd be happy to meet up with you . I'm really interested to see how this application works.

See you tomorrow at 4pm.

Fred

*Purchasing Manager
FT&P Ltd*

Phrasal verbs 02

Here are some more phrasal verbs that you can use when writing the body of your e-mails. Remember they are usually used in more semi-formal/informal situations.

Phrasal verb	Meaning	example
to go over	<i>to examine, to review something: figures, documents, a situation, a procedure, the balance sheet etc.</i>	Please go over these figures again with Ann. I'm not convinced about them.
to go ahead	<i>to start, to continue, to proceed with a plan of action (especially after obtaining permission).</i>	Please go ahead with the project as we agreed during the meeting.
to look over	<i>to check, to inspect something (often quickly): figures, documents, a proposal etc.</i>	Please look over these documents before we have the meeting.
to look for	<i>to try to find, to search for something.</i>	We have to look for some new front office staff as soon as possible. Let's place an advert in the newspaper.
to look into	<i>to investigate; to enquire into something.</i>	Thank you for bringing this matter to my attention. I assure you I will look into it immediately.
to think over	<i>to consider something carefully, to ponder: a proposal, a problem, an opportunity, an idea etc.</i>	I want to think over this job offer very carefully before I make my final decision.
to try out	<i>to test something, to use something experimentally: a new product, an idea, a procedure etc.</i>	Let's try out the new software John demonstrated this morning.
to find out	<i>to discover, to learn something, to gain knowledge.</i>	We need to find out what our competitors are doing in order to get more clients.
to turn down	<i>to refuse or reject something: a proposal, an offer, advice, a suggestion etc.</i>	The candidate turned down our offer as we hadn't offered her enough money.
to point out	<i>to indicate, to specify, to inform, to comment on something, to call attention to something.</i>	The consultant pointed out that if we continued in this way, we wouldn't achieve our target.

Phrasal verbs 02

Match each phrasal verb to their definition.

1.to go over	<i>a. to discover, to learn something, to gain knowledge.</i>
2.to go ahead	<i>b. to indicate, to specify, to inform, to comment on something, to call attention to something.</i>
3.to look over	<i>c. to test something, to use something experimentally: a new product, an idea, a procedure etc.</i>
4.to look for	<i>d. to examine, to review something: figures, documents, a situation, a procedure, the balance sheet etc.</i>
5.to look into	<i>e. to check, to inspect something (often quickly): figures, documents, a proposal etc.</i>
6.to think over	<i>f. to refuse or reject something: a proposal, an offer, advice, a suggestion etc.</i>
7.to try out	<i>g. to investigate; to enquire into something.</i>
8.to find out	<i>h. to try to find, to search for something.</i>
9.to turn down	<i>i. to start, to continue, to proceed with a plan of action (especially after obtaining permission).</i>
10.to point out	<i>j. to consider something carefully, to ponder: a proposal, a problem, an opportunity, an idea etc.</i>

1. e	2.	3.	4.	5.
6.	7.	8.	9.	10.

Activity to complete 09: Phrasal verbs 02

Match each phrasal verb to their definition.

1.to go over	<i>a. to discover, to learn something, to gain knowledge.</i>
2.to go ahead	<i>b. to indicate, to specify, to inform, to comment on something, to call attention to something.</i>
3.to look over	<i>c. to test something, to use something experimentally: a new product, an idea, a procedure etc.</i>
4.to look for	<i>d. to examine, to review something: figures, documents, a situation, a procedure, the balance sheet etc.</i>
5.to look into	<i>e. to check, to inspect something (often quickly): figures, documents, a proposal etc.</i>
6.to think over	<i>f. to refuse or reject something: a proposal, an offer, advice, a suggestion etc.</i>
7.to try out	<i>g. to investigate; to enquire into something.</i>
8.to find out	<i>h. to try to find, to search for something.</i>
9.to turn down	<i>i. to start, to continue, to proceed with a plan of action (especially after obtaining permission).</i>
10.to point out	<i>j. to consider something carefully, to ponder: a proposal, a problem, an opportunity, an idea etc.</i>

1. e	2.	3.	4.	5.
6.	7.	8.	9.	10.

Activity to complete 10: phrasal verbs 02

Complete the sentences with one of the phrasal verbs in the box below. Take care to put the verb into the correct tense.

1. go ahead	2. find out	3. point out	4. look over	5. look into
6. go over	7. turn down	8. look for	9. try out	10. think over

1. We'll _____ Kevin in a different department for a while and see if things get better.
2. Please _____ this article and let me know if there are any errors.
3. Can we _____ with the offer to Bolton & Sons? I'm really anxious to conclude this deal.
4. I think we should _____ the whole process again until everything is perfectly clear.
5. Financial experts have _____ that limits on debit card transaction fees actually help consumers.
6. We're urgently _____ a new sales manager.
7. Let me _____ your idea for a couple of days and then I'll give you my answer.
8. We had to _____ Bill's proposal, even though it was a good one.
9. We have just _____ that Managing Director has decide to resign from the company.
10. We're _____ the possibility of merging the two sites together.

Activity to complete 11: opening and closing lines

Match the e-mail opening lines (1-8) with the closing lines (A-H)

1.	2.	3.	4.	5.	6.	7.	8.
----	----	----	----	----	----	----	----

Openings...	Closings...
1. I am writing with regard to your e-mail of the 15 th May. We regret to inform you that there are no double rooms available for the nights you require.	A. You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
2. Thanks so much for the wonderful present. It's exactly the book that I wanted – how did you know?	B. Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
3. Anna, I've just read your e-mail. I'm really sorry to hear about what has happened.	C. Let me know if this time would be convenient for you to meet.
4. Sorry, I can't make it to your birthday party at Mario's restaurant, as I'm out of town on business that day.	D. Thanks again for the present, and give my best regards to your family.
5. I am mailing this via the 'Contact Us' link on your website. I would like to know a few more details about the new social media software that's mentioned on your site.	E. It really is good news, and I'm sure that it's only the beginning of our work in the Italian market.
6. I am writing with reference to the order code KVC12. The goods arrived this morning but, unfortunately, you only sent 50 items instead of the 80 that I ordered.	F. Should you need any further information about room availability, we will be happy to assist you in any way.
7. Thank you for e-mail of the 12 th April. Unfortunately, I am not available for a meeting at the time you suggest due to a previous engagement.	G. Anyway, sorry again that I can't come, but have a great time. Let's meet up soon. What about going to see Woody Allen's latest film?
8. I've just heard from Stephen about the Rome contract. It's great news – you worked hard on this project and you really deserve the success.	H. I look forward to receiving this information as soon as possible.

Activity to complete 12: identify the missing word 02

Each of the following 7 phrases has one word missing. Add the missing word.

1. I look forward seeing you soon.
2. We apologise our mistake.
3. Please do not hesitate contact me for further information.
4. I would grateful if you could resolve this issue as soon as possible.
5. Due the urgency of the situation, please advise me as soon as possible.
6. Please get back me as soon as possible.
7. We would to take this opportunity to assure you it will not happen again.

Activity to complete 13: e-mail 04

Complete the first e-mail and the reply with words or expressions in the box below.

1. your information	2. kind regards	3. due to	4. should you
5. your enquiry	6. upon request	7. a reservation	8. would like to
9. regarding	10. is possible	11. to	12. further to

From: Cristine Higgins
Sent: 06 November 2011 15:20
To: Reservations Hotel Da Vinci
Subject: Re: reservation for Cristine Higgins for 15th November 2011

Hello,

I have _____ to stay at your hotel on the night of 15th November. I will be flying in from Frankfurt on flight KL1609, arriving at 22.40 at Terminal 1, Fiumicino airport. _____ the late arrival I _____ arrange a pick-up and transfer to the hotel.

I would also like to book a transfer to Fiumicino Terminal 3 for my flight _____ Australia the following day. My flight leaves at 12.30pm. My booking is through Expedia.com.au - itinerary number 21379256660.

I would also like to know, if it _____ to leave some luggage at your hotel between the 9th November and 15th November? I will be travelling up from Rome to Oslo via Frankfurt for a wedding and, if possible, I would like to leave some things behind at the hotel.

Thank you in advance.

Cristine Higgins

Reply:

From: Reservations Hotel Da Vinci
Sent: 06 November 2011 15:20
To: Cristine Higgins
Subject: Re: Re: reservation for Cristine Higgins for 15th November 2011

Dear Ms. Higgins,

Thank you for choosing us for your future stay in Rome.

_____ your e-mail of the 18th October, _____ a pick up and transfer to the hotel on the 15th November, the last scheduled shuttle departs from the airport at 22.30. After this time, pick-ups are only arranged _____. Once you are outside the terminal, kindly contact our reception desk at +39 06935510377 and we will be happy to send the shuttle bus to pick you up.

Unfortunately, with reference to _____ about luggage deposit, we do not have a long-term storage facility available. Being located so near the airport, we are subject to very strict regulations regarding luggage deposit and we are unable to hold any baggage if the guest is not in house.

For _____, there is a luggage deposit situated at Terminal 3 of the airport - (on the ground floor of International Arrivals). The deposit is open every day from 6.30 a.m. to 11.30 p.m. - the daily charge is €6.00 per item of luggage.

Please do not hesitate to contact me _____ require any further assistance.

Best regards

Susanna Baldi

*Front Desk Supervisor
Hotel Da Vinci
Fiumicino, Roma*

Activity to complete 14: e-mail 05

Complete the gaps in Paul's e-mail using **ONE** word only:

Dear Bill,

With (1) _____ to your e-mail of 30th November, please accept my (2) _____ for the delay in replying.

Please (3) _____ attached the sales figures you (4) _____. I have also included both the national and foreign sales figures for the first half of this current year.

Do not hesitate to (5) _____ me should you require any (6) _____ information.

In (7) _____ to your enquiry about a tour of our production plant, I would be very happy to (8) _____ something for you as soon as possible. When would be (9) _____ for you?

I (10) _____ forward to hearing from you soon.

All the (11) _____

John

Module 02

DON'T FORGET

- organized e-mails are much more effective – they save time, improve clarity, communication and relationships with the receiver;
- before writing, spend a little time and effort to plan your e-mail;
- always identify your audience - *“Who am I writing to?”*
- always address your contact with the most appropriate level of formality;
- always have clear in your mind the purpose of the your e-mail;
- be precise and factual;
- be concise but include all the information necessary to take action / make a decision;
- put the priority information at the beginning of your e-mail, less important details at the end.



- | | |
|-------------|--|
| To: | people required to take action; |
| Cc: | people kept informed of the content, but no actions required from them; |
| Bcc: | people receive the message without any of the other recipients knowing. Also used for larger mailings. |

Module 03

Appropriate Tone & Style

Writing e-mails can be risky business!



It is not easy to express an appropriate tone when writing.

Facial expressions, body language and gestures help us to communicate more clearly and are very important elements of understanding communication; in written texts none of these are present.

Every e-mail you write creates either a positive or negative impression of you and the organization you work for.

When business e-mails are unclear or contain errors, the individual and the company's reputation can be compromised. When e-mails are written in an inappropriate style, or come over as hostile, important business relationships can be damaged.

Identifying your audience

The first thing to do, in order to be effective, is to identify your audience. Ask yourself the important question:

"Who am I writing to?"

Is it a friend or family member? Is it a business colleague or a known customer? Is it a first time contact? Do you know the person? Once you can answer this question you can decide what tone of voice to use in your e-mail.

The voice

The voice refers to the style of writing we should use. It is important to address your contact with the appropriate level of formality.

Always communicate with the highest level of formality with new e-mail contacts until the relationship dictates otherwise. Never get too informal too soon.

Choosing the correct voice is vital to the success of conveying a clear message and not creating misunderstandings. There are three basic styles of writing that work well for most occasions. These are: formal ; semi-formal/neutral; informal/casual.

Formal voice

This is the strictest of the three styles and the safest one to use for business communication and when the recipient is unknown to you. It is the most appropriate voice for job applications, e-mails of introduction, legal issues etc. It can be used to communicate with both senior and junior levels. Remember:

- always use professional salutations to the recipient. Never call them by their first name;
- always use complete sentences;
- never abbreviate words;
- never use contractions.

Semi-formal/neutral voice



This is the most appropriate voice to use, if you don't wish to use the formal voice but the content of your e-mail necessitates a more than casual approach. This voice is appropriate with familiar colleagues in work related situations or when responding to customer enquiries with which a trusted business relationship is firmly established, for personal e-mails to friends or family when discussing topics of a serious or business related nature etc.

- do not get too personal;
- avoid unsuitable comments or jokes – always stick to the business of the e-mail;
- be consistent throughout your e-mail and focus on the message you want to get across.

Casual voice

This is the most relaxed of the three styles and often reflects how you speak. Unfortunately, it is often the most commonly used even when it is not appropriate. This is the most appropriate style for personal e-mails to friends or family. You can:

- use contractions and abbreviations;
- address recipient by first name;
- include 'text talk' or 'text chat' with abbreviations like 'IMO' (In my opinion), ASAP (As soon as possible), LOL (Laugh out loud).

Punctuation

- never type words in CAPITAL letters, as this is perceived as SHOUTING at the recipient. This is considered extremely rude. When you want to emphasise an idea or concept you can use *italics* instead.
- do not over-use punctuation marks. Multiple !!!! (exclamation marks) or ??? (question marks) are perceived as rude or condescending. Over-use of full-stops "...." can make a message difficult to read.



N.B. Putting words in **bold** indicates that you are bolding your statement and your message will be perceived in this way by your recipient.

Smileys

Smileys (or emoticons) such as ☺ :-) ☹ :- (are often used to indicate irony or humour in an e-mail. However, do not assume the recipient knows what they mean.

Always avoid using smileys in business e-mails. Keep them for personal e-mails to family or friends.

The subject line

Consider that the **subject** of your e-mail is the ‘headline’ of your text. Just as people decide whether to read an article based on its headline, people often decide to open, forward, file, or delete an e-mail based upon the subject line.

A subject line is not something superfluous; taking a few seconds to write a brief and purposeful subject line will save you and your recipients a lot of time when you urgently need to go through your *Sent box* or they through their *In box* to find that e-mail, attachment, document, information you sent a few weeks earlier. Having no subject line or a bad one guarantees you will not find that e-mail again very easily!



The subject line is the first thing a reader sees of your e-mail, after your name, of course, so it needs to communicate your e-mail’s message precisely. It should clearly reflect both the purpose and content of the email.

It is called “*subject*” for a reason, so do not write all your message there. It is there to give an idea of what your e-mail is about – to give a preview of what is coming. Keep it concise but give enough information to make people want to open it and read more. It should be focused and meaningful – do not just repeat the first line of your e-mail.

Here are some strong and weak examples of subject lines:

Strong subject lines	Weak subject lines
Invitation KPB conference, Barcelona Sept. 2011	[blank]
Application for Key Account Manager position_ CV Robert Authors	Hi! or Hello!
Agenda for meeting 29.07.11	How are you?
Updates on Italian contract	[First line of your e-mail message]
Meeting scheduled for 14.10.11	Help!
Enquiry availability rooms 12 th – 16 th April 2012	A question...
Request Sales Figures 2 nd quarter 2011	Invitation
Minutes meeting London 14 th May 2011	Request
Information request _workshop Rome 24 th September	Meeting

Always include a subject line in your e-mails, as no subject can:

- get your e-mail flagged as spam so your potential recipient never actually receives it;
- make sure you or your recipient never find those urgent/important e-mails again!

Sign-offs

Every single part of your e-mail contributes to the overall interpretation of the message you wish to relay to your reader - from how you open your e-mail, to the content, to your closing comments and to your sign-off.

Your sign-off needs to be in line with the overall tone of your e-mail to ensure that your message is received just as you intended, with clarity and the right tone, in order to avoid any incorrect perceptions and misunderstandings.

Take the time to choose your words carefully because a sign-off that does not match the essence of the e-mail's text can be perceived wrongly.

i.e.

*Non
Signature*

- a professionally stern e-mail signed off with "Warmly" could be interpreted as sarcastic or rude;
- a very friendly informal e-mail signed off with "Regards" could be perceived as a very abrupt sign-off.

All sign-offs need to include your name.

Whether you include only your first name or first and last name depends on whether it is a first time contact and the level of formality in your e-mail.

Here are some examples of the most common sign-offs.

Formal sign-offs
Regards; Best regards; Cordially; Yours sincerely; Sincerely; My sincere thanks for your time and consideration
Semi-formal sign-offs
Kindest regards; Warmest regards; Best wishes; All the best; Take care Thank you again for your time; Keep up the good work; Continued success
Informal/casual sign-offs
Cheers; Have a good one; HTH (Hope This Helps) Happy holidays; Have a great day; Enjoy your weekend; Good job!

Functional language: confirming

N.B. to confirm (*verb*) confirmation (*noun*) confirmed (*adjective*)

Here are some standard phrases to use for confirming appointments, arrangements, events etc..

Formal	Informal
I am writing to confirm...	I am writing to let you know that...
I would like to confirm my booking...	Just to confirm that...
We are able to confirm...	Just to let you know that...
We regret to inform you that we are unable to confirm...	A quick note to tell you that the meeting is confirmed.
I would like to inform you that we are able to confirm your booking for....	We can confirm that...
I would like to confirm the main points we discussed during our meeting yesterday.	Are we on for Friday at 4pm?
Would you please confirm your availability to meet in Rome on the 6 th April at 4p.m.	Is the meeting/dinner on Friday still on?
Could you please confirm our meeting of the 12 th October in London?	I'll call you tomorrow to confirm the appointment.
Please send us confirmation of your payment.	
We accept your terms of payment and confirm that the payment will be made by bank transfer.	
Please confirm the dispatch date and cost by fax.	
Please confirm receipt of our order / our payment.	

Functional language: recommending, advising and suggesting

Here are some examples of language that can be used for recommending, advising and suggesting something or that someone does something.

to suggest (that) someone does [verb without 'to'] something

I **suggest** (that) **we** adjourn the meeting until we have all the necessary data.

I **suggest** **you** make a brief summary of the current situation so we can all understand things more clearly.

We should organise a meeting to discuss the details as soon as possible.

(I think) **you should** check the order again before you send it.

to suggest something [noun]

I **suggest** a meeting should be organised this week.

I (would) **recommend** a new approach to the situation.

to advise someone to do ['to' + verb] something

I **advise** **you** to talk to your manager immediately in order to clarify this matter.

I (would) **advise** **you** to resolve this issue immediately before things get out of hand.

It is **advisable** to have all the necessary figures with you when you go to the meeting later.

It would be **advisable** to get to the appointment on time.

to recommend (that) someone does/should do [verb without 'to'] something

I **recommend** (that) **you** discuss this matter with your team before making a decision.

I **would recommend** (that) **you** buy a new computer!

to report suggestions / recommendations / advice given by someone else

They recommended (that) **we** keep them constantly informed on our progress.

She suggested (that) **we** organise a meeting with the Brazilian team as quickly as possible.

He advised us to change the project manager.

Sample e-mail: confirming and suggesting

To: andrew.carrs@calstock.co.uk
Date: 30.09.11
Subject: meeting in London 12th October

Hi Andrew,

Could you please confirm our meeting of the 12th October in London with Bob Parks and Katy Helms at Bullton Ltd? I need to make all the necessary travel arrangements.

We also need to clarify our position on this project and get some slides prepared.

We should organise a meeting to discuss the details as soon as possible. I can be available to meet at 10.30 tomorrow morning, if that is convenient for you.

Let me know.

Thanks.

Bernie

To: bernard.johns@calstock.co.uk
Date: 19.06.11
Subject: Re: meeting in London 12th October

Hi Bernie,

I've just contacted Parks and Helms and they've confirmed our meeting on the 12th October, so you can go ahead with the travel arrangements.

Tomorrow morning at 10.30 is fine for me.

I suggest you make a brief summary of the current situation so we can all understand things more clearly. It's advisable to have all the necessary figures when we go to London.

Regards

Andrew

Activity to complete 15: recommending, advising and suggesting

Match the sentence half in column A with a sentence half in column B. There is more than one possibility for each sentence.

i.e.

1. **I would recommend (that).....** can match the sentence half **a, b, g, h, i**

1. I (would) recommend (that)	a, b, g, h, j	a. we organise a meeting to discuss the details of the contract as soon as possible.
2. I advise you		b. you keep them constantly informed on any problems that arise.
3. It would be advisable		c. to change the booking to Milan tomorrow.
4. I suggest (that)		d. a different approach to this problem.
5. We should		e. make a brief summary of the problems that have arisen.
6. I would recommend (that)		f. to organise a meeting with the team manager as soon as possible.
7. He advised us		g. you contact the sales department for an explanation.
8. They recommended (that)		h. we postpone the meeting until we have clearly understood what is happening.
9. I suggest		i. clarify your position immediately.
10. She suggested (that)		j. you hand in your report no later than Friday.

Activity to complete 16: identify the missing word 03

Each of the following 8 sentences has one word missing. Add the missing word.

1. I would like confirm my arrival in Rome airport at 10.40 a.m.
2. We regret inform you that we are unable to satisfy your request.
3. Could you please confirm your availability to meet on Tuesday 12th October 3pm?
4. In reply your e-mail, I can confirm our meeting on the 9th June.
5. I would to inform you that we are able to confirm your booking for the nights of 12th – 14th July inclusive.
6. Please send us confirmation your arrival on the 19th march at 9.50 a.m.
7. Just confirm that I'll be arriving at Central station at 8.20 a.m.
8. Can you confirm your attendance today's meeting, please?

Activity to complete 17: formal or informal?

Look at the following phrases and decide if they are formal (F) or informal (I).

1. I am a friend of a colleague of yours, Jack Thompson Informal (I)

2. Following our telephone conversation, I can confirm our meeting on Tuesday.

3. I am writing with regard to your enquiry about a position in this company.

4. When would it be convenient for you to meet?

5. Let's meet up to discuss the details.

6. Here's the information you asked for.

7. Please deal with this matter as soon as possible.

8. How about Tuesday at 2.30?

9. I would be pleased to discuss this matter in person with you at your earliest convenience.

10. Just to confirm the meeting later today.

11. Just a quick note to tell you that I finally spoke with Jack.

12. We regret to inform you that we are unable to offer you the position of Sales Director.

Activity to complete 18: e-mails 06

Complete the e-mails below with words and expressions in the box.

1. understanding	2. confirm	3. to be held	4. travel expenses
5. My apologies	6. reference to	7. the funding	8. your participation

Dear Brian,

Could you please confirm _____ at our Conference _____ in Madrid on the 18th and 19th May?

_____ for pressing you, but we have to define and print the programme by the end of the month.

Thank you for your _____.

Kind Regards.

Silvia Baxter

Reply

Dear Silvia,

With _____ your e-mail of 10th March, I am now in a position where I can _____ my participation – as long as all of my _____ (i.e., air fares and associated travel costs) and other conference related costs are met (i.e., accommodation, meals, conference registration). Unfortunately, my university will not underwrite _____ for this trip.

With many thanks and best wishes

Brian

Activity to complete 19: e-mail 07

Complete the e-mail below with words or expressions in the box.

1. commitment	2. administration details	3. other participants	4. working
5. a brief outline	6. on	7. our discussion	8. from

Dear Ralph,

Further to _____, I confirm your participation _____ the Emergency Response Training Programme to be held in Vienna _____ 9th to 13th January 2012.

Please find attached the course schedule and the complete list of trainers and the _____. Carol Thompson will be sending you all the _____ tomorrow morning.

You will also find attached _____ of the course programme; the course objectives and what _____ is expected from you.

I look forward to _____ with you.

Regards

Jonathon Lee

Activity to complete 20: e-mail 08

Complete the gaps in John Price's e-mail using **ONE** word only.

Dear Mr. Bradford,

With (1) _____ to our meeting yesterday, I would like to take this (2) _____ to thank you for your time. It was a (3) _____ to meet you and your team. The discussion certainly helped us better understand the issues and concerns of Shaw & Bradford.

As (4) _____, please find (5) _____ our proposal. I sincerely hope it exemplifies our commitment in helping you achieve your goals.

I look (6) _____ to learning more about Shaw & Bradford by working closely with you in the future to establish a long term relationship.

Please don't hesitate to contact me with any questions or (7) _____ you may have.

Again thank you for your (8) _____.

Best Regards

John Price

Managing Director

Business Solutions Ltd.

Module 03

DON'T FORGET!

- always keep in mind who you are writing to and the purpose of the e-mail you are writing;
- what you want the recipient to do after they read your e-mail;
- the most appropriate voice to use;
- be concise but do not leave out any important or key details;



- be direct and get to the point of your e-mail as quickly as possible;
 - the subject line should clearly reflect both the purpose and content of the e-mail;
 - always include a subject line in your e-mails, as no subject can get your e-mail flagged as spam;
- every part of your e-mail contributes to the overall interpretation of the message you wish to convey to your reader;
 - your sign off needs to be in line with the overall tone of your e-mail or it can be perceived wrongly.

Module 04

Sending attachments

Transmitting files to our contacts has now become so easy. However, no matter easy it may seem, there are still some guidelines you should follow:

- Never send an attachment to someone you don't know the first time you contact them, unless, the contact specifically requests something – i.e. a CV. They (or their computers) might think it is spam or a virus, and delete your message.
- Due to computer viruses, many people won't open attachments unless they know the sender.
- Keep the file size of attachments as small as possible. Avoid unnecessarily large file sizes.
- When sending large attachments, always 'zip' or compress them before sending.
- Use PDF when possible.



- When you must send a large file or set of files, do the recipient the courtesy of sending an e-mail telling them what you will be sending and why.
 - It is often better to spread multiple attachments over several emails rather than attaching them all to one single email.
 - Use links whenever possible to files that are stored online or in shared folders.
- When replying, do not resend attachments.
 - Make sure the recipient has the same software as you before sending attachments or they may not be able to open your attachment.

One last thing but certainly the most important - if you refer to attachments in your e-mail, do make sure you have actually **attached** the files!

Standard phrases for attachments

NB: to attach (*verb*) attached (*adjective*) an attachment (*noun*)

Here are some examples of standard phrases that you can use when attaching files.

Formal	Informal
Please find attached the sales figures for the month of June.	I've attached the file you wanted.
As promised, please find attached.....	Here is the file / data you wanted/requested.
As discussed/requested, please find attached.....	Attached are the figures you requested.
I am sending you the information you requested as a pdf file. Please find attached.	I am sending you the invoice as an attachment.
You are kindly requested to complete the attached forms and return them to me as soon as possible.	The meeting is confirmed (see attachment). Let us know if there's anything else we can do from this end.
Attached, please find the documents you requested regarding...	Attached you'll find the plans for the new IT project.
Please, check the figures in the attachment and let me have your considerations.	Please, check the figures in this attachment and get back to me when you can.
I'm sorry but you forgot to attach the file you mentioned. Could you send it again, please?	I got your e-mail, but I can't open the attachment.
	Did you mean to send this attachment? I don't want to open it, in case it's got a virus.

Functional language: complaining

N.B. to complain (verb) a complaint (noun)

If you have to complain about something or someone's behaviour, be firm but never use abusive language.

I am writing to draw your attention to the negative attitude of your staff in customer service.

I am writing to complain about...

I'm writing to express my concern about...

I would like to make a formal complaint about...

I am writing to complain about the delay in our order of 16th March.

I am writing to express my dissatisfaction with...

I am writing in connection with my order GHI654 which arrived this morning.

Unless I receive compensation, I will be forced to take legal action.

I am reluctant to change suppliers but if the situation does not improve, I will be forced to look elsewhere.

I am afraid, I am not satisfied with the standard of service you are delivering.

I will have no alternative but to...

Given the long-standing relationship between our two firms, I would be reluctant to change suppliers.

If you don't deliver on time in the future, we will have to...

As someone who has worked with your company for over 6 years, we were very disappointed to see / find / have discovered that...

Please ensure that this sort of problem does not happen again.

Unless I receive the goods by the end of this week, I will have no choice but to cancel my order.

We must insist on an immediate replacement / full refund.

I hope that you will deal with this matter promptly as it is causing me considerable inconvenience.

Functional language: apologising

NB. to apologise (GB) to apologize (US) to apologise **to** someone to apologise **for** something
 my / our apologies **for**... to be sorry **for/about** something

Here are some examples of standard phrases that you can use when you need to apologise.

Formal	Informal
My apologies for not replying to your e-mail sooner	Sorry for not replying sooner.
Please accept my/our apologies for the delay which was beyond our control.	Sorry for not getting back to you sooner.
My sincere apologies for this misunderstanding.	Sorry for the misunderstanding/inconvenience.
My/our apologies for any inconvenience caused.	Sorry about...
My sincere apologies for the inconvenience caused.	I am /We are very sorry that...
I/We apologise for my/ our mistake and I/we would like to take this opportunity to assure you that it will not happen again.	I am /We are sorry to tell you that...
I/We hope that this misunderstanding has not caused you too much inconvenience. You have my/our assurance that this will not happen again.	I'm very sorry for the delay caused by...
I hope you will accept my apologies for the inconvenience caused and I hope you will continue to use our services in the future.	I'm afraid I can't make our appointment tomorrow.
Please accept my sincere apologies for everything that happened, and thank you for bringing it to my attention.	
We sincerely apologise for the misunderstanding. I assure you we are doing everything in our power to put things right.	
I/We fully appreciate your position and very much regret the inconvenience this has caused.	

Sample e-mail: complaining and apologising

To: john.solen@bdtengineering.com
Date: 19.06.11
Subject: complaint about order FGT2579

Dear Mr.Solen,

I am writing in connection to our order FGT2579 which arrived this morning. Unfortunately, the goods we received were faulty and well below the standard expected.

We must insist on an immediate replacement of the goods by the end of this week or we will have no choice but to cancel the order and expect a full refund.

I hope that you will deal with this matter promptly as it is causing us considerable inconvenience.

Regards

Clive Culls

Benson & Marley Ltd.

To: clive.culls@bensonandmarley.co.uk
Date: 19.06.11
Subject: Re: complaint about order FGT2579

Dear Mr. Culls,

I was very concerned to hear about your complaint. Thank you for bringing the matter to my attention and please accept my sincere apologies for the inconvenience caused.

We will send replacement items immediately and to compensate for the inconvenience, we would like to offer you a further 10% discount on your order.

I very much hope you will continue to use our services in the future and would like to take this opportunity to assure you that it will not happen again.

If you have any further queries, please do not hesitate to contact me on my direct line 0279 567 983.

Best Regards

John Solen

Chief Executive Officer
BDTengineering

Activity to complete 21: identify the missing word 04

Each of the following 8 opening phrases has one word missing. Add the missing word.

1. Please find attached the sales figures the month of June.
2. I am writing to complain the delay in our order of 21st September.
3. Unless I receive the goods by the end of this week, I will have no choice but cancel my order.
4. I'm writing express my concern about...
5. We must insist a full refund.
6. I am writing in connection my order GHI654 which arrived this morning.
7. Please, check the figures in this attachment and get back me when you can.
8. I am sending you the information you requested a pdf file. Please find attached.

Activity to complete 22: e-mail attachments

In the box are 10 words and expressions that are commonly used to talk about e-mail attachments. Use the expressions to complete the sentences below.

attachment	let me know	let me have	by 14 th June	get back to me
attached	special attention	no later	find attached	all the points

1. Please _____ the sales figures you requested.
2. I'm attaching my report. Please _____ any comments before Monday's meeting.
3. The meeting is confirmed (see _____). Let us know if there's anything else we can do for you.
4. Check the figures in this attachment and pay _____ to the figures of the second quarter.
5. Attached you'll find the plans for the Italian project. As you can see it covers _____ we mentioned during our meeting.
6. If there are any problems with the data attached, please _____.
7. You are kindly requested to complete the attached forms and return them to me _____.
8. _____ you'll find next week's agenda. Please note the changes to items 2 and 5.
9. I've attached my draft presentation. Please _____ as soon as you can with your feedback.
10. Please find attached the forms you requested. We need to receive them _____ than February 21st.

Activity to complete 23: complaining & apologising

In the box are 10 expressions which are commonly used to complain or apologise for something. Use the expressions to complete the sentences below.

must insist on	misunderstanding	my assurance	to cancel	my attention
draw your attention	my dissatisfaction	sincere apologies	put things right	inconvenience

1. I am writing to _____ to the unhelpful behaviour of your staff.
2. You have _____ that this will not happen again.
3. Please accept my most _____ for any inconvenience we have caused you.
4. Thank you for bringing this matter to _____. I promise I will look into it immediately.
5. I sincerely apologise for this misunderstanding and I assure you, we are doing everything in our power to _____.
6. Please accept my apologies for this _____. I hope we have not caused you too much inconvenience.
7. I am writing to express _____ with your services.
8. Unless I receive the products by the end of this week, I will have no choice but _____ my order.
9. I _____ an immediate replacement of the damaged goods.
10. We fully appreciate your position and very much regret the _____ this has caused.

Activity to complete 24: e-mail and internet abbreviations

E-mail and internet abbreviations are very informal and casual. Never use them in formal e-mails and never assume that the reader knows what they mean.

Do you know any of the short forms and abbreviations from e-mails, chat rooms, texts etc. below? Match the abbreviations to their full forms.

1. m	2.	3.	4.	5.
6.	7.	8.	9.	10.
11.	12.	13.	14.	15.

1. FAQ	a. carbon copy
2. LOL	b. in my humble opinion
3. L8R	c. rolling on the floor laughing
4. ASAP	d. by the way
5. TBA	e. see you
6. CC	f. blind carbon copy
7. Thx	g. for your information
8. CU	h. Later
9. ROTFL	i. are you
10. RU	j. Thanks
11. Btw	k. in my opinion
12. FYI	l. as soon as possible
13. IMO	m. frequently asked questions
14. BCC	n. laughing out loud
15. IMHO	o. To be announced

Activity to complete 25: e-mail 09

Complete the e-mail below with expressions from the box.

my assurance	the inconvenience	most concerned	my apologies
anything further	in relation to	to my attention	a replacement order

Dear Ms. Smithson,

I am writing _____ your recent complaint about the order RSPH9963/F. I was _____ to learn about the difficulties you experienced and the unprofessional conduct of our customer service staff.

I have looked into the matter personally and you have _____ that this will not happen again.

Thank you for bringing the matter _____ and please accept my sincere apologies for everything that has happened.

We are immediately forwarding _____ and, to compensate for _____ we have caused, we are giving you a further 10% discount on your total order.

Once again I hope you will accept _____ and I very much hope you will continue to use our services in the future. Please do not hesitate to contact me personally should you require _____.

Cordially

Joseph P. Beech
Director

Activity to complete 26: e-mail 10

Complete the e-mail below with words or expressions in the box.

1. sign up for	2. in order to	3. complete dissatisfaction	4. legal action
5. considerable inconvenience	6. a more efficient	7. may concern	8. due to

To whom it _____,

I am writing to express my _____ with the service I have received over the last few weeks from your company.

Your advertising suggests that you are _____ company than Telcomfast and promises you deal with problems quickly and efficiently (not in my case, unfortunately). As I had experienced many problems with Telcomfast in the past, I decided to _____ your telephone and internet package a month ago.

However, in this first month of service you have caused me to lose a lot of business _____ poor administration. When I signed the contract with you, you promised to provide me with the same business line that I had been using for the last 5 years – 0249 918 7642. The problem is that you have failed to do this. This means that my clients are unable to contact me and it has cost me many hours of phone calls to your support centre contact me _____ rectify this situation. The matter has not yet been resolved.

Unless this problem is resolved by the end of the week and I receive a substantial rebate on my first three month's account, I will be forced to take _____.

I hope that you will deal with this matter promptly as it is causing me _____.

Sincerely

Robert Wallis

Activity to complete 27: e-mail 11

Complete the gaps in George Shaw's e-mail using **ONE** word only:

(1) _____ Ms. Costner

With (2) _____ to your e-mail dated 7th March, I would like to confirm the order No. QUTD/456/03-11 placed by our purchasing department on the 5th March.

Regarding payment, I would be (3) _____ if you could send me the necessary details of the account where the payment has to be made.

For your reference, I am (4) _____ the purchase order details as an (5) _____.

I look (6) _____ to hearing from you at your earliest (7) _____.

Yours (8) _____

George Shaw

Shaw, Becks & Sons

Module 04

DON'T FORGET!

- never send an attachment to someone you don't know the first time you contact them - many people won't open attachments unless they know the sender;
- keep the file size of attachments as small as possible;



- always 'zip' or compress large files before sending them;
- spread multiple attachments over several emails rather than attaching them all to one single email;
- make sure the recipient has the same software as you before sending attachments or they may not be able to open them;
- if you refer to attachments in your email, make sure you have actually attached them;
- if you have to complain about something, be firm but polite. Never use abusive language.

Module 05

Before hitting the send button

Often, the only impression others have of us is the one they perceive when they read our e-mails. For this reason, it is really important to take care and before you hit that send button, ask yourself the following questions:

- Are the name and e-mail address in the "TO" field correct?
- Does everyone on the "TO" line have an action to take?
- Has the communication been effectively summarized in the subject line?
- Have I properly addressed the recipient?



- Have I used the appropriate tone?
- What was the purpose of this e-mail? Does it make sense?
- What action is involved? Is it clearly stated, does it have an owner and does it have a due date?
- Am I providing all the necessary information/data for action to be taken or decisions made?
- Is my e-mail well written? Is it too wordy or not wordy enough?
- Have I attached the attachments I mentioned? Have I attached unsolicited files?

- Do any links in the e-mail work? Are they valid?
- Have I proof-read my e-mail? Have I checked for spelling mistakes, grammatical errors and jargon?

Remember, you cannot "undo" what the reader receives! Do not hit the send button until you've corrected any mistakes and have made sure what you have written is what you *really* mean and what you *really* want to say.

Out of office automatic replies

A good out-of-office automatic reply is a **must**.

Are you going to be out of the office for a short or a long period of time? Are you going on holiday? It's really important to let your colleagues and clients know that you will be away for any length of time.

A simple bounce back message will be e-mailed to them letting them know that you can't help them at the present time and for them to contact someone that you've delegated to help out in these types of situation.



If you work in a large company and have quite a few staff members on your team handling different areas, you should include a list of names, e-mail addresses and phone numbers corresponding to the different products/services they handle.

A well-prepared message can go a long way to decrease the backlog of e-mails waiting for you when you return to work.

Keep in mind the following three things when composing your message. It should be:

1. **Complete:** give ALL necessary details. Not just: *"I'm out of the office"* or *"I'm gone for two weeks."*

Be precise. *"I am away from the office starting on 1st August 1 and will be back on 17th August."*

2. **Concise:** keep your message as short as possible while still making it complete. Use short, bulleted phrases. Remember - people don't want to read a novel!
3. **Clear:** make sure it's easy to understand. Do not use abbreviations, job titles or internal jargon that will not be understood by everyone sending you a message.

A good out of office message has three parts:

1. **Dates of your absence.** Let the contact know when you are out of the office. It helps them decide what their next step is going to be; whether to wait for your return or to direct their request elsewhere.
2. **Reason for absence.** Let your contacts know whether you are on a business trip or a holiday. A business trip means you are connected to the office in some way and might be able to respond to a message. If you are on holiday, you are usually out of contact range.
3. **Who to contact in your absence.** Leave contact information for alternative contacts when you are out of the office.

N.B. Keep in mind that you never know who will receive your out of office message. Your sender could be an important business contact. Therefore, avoid being too informal/casual, using jokes or saying you will be lying on the beach enjoying the sun whilst others are at work!

Here are some examples of out of office automatic replies.

Example 01

I will be out of the office from [date] until [date]. I'll be checking my e-mail [once a week - every day] but will have limited ability to respond. If you need immediate assistance or information about the product/service/programme, please visit our web site at www.englishconnected.com, contact +39 333 8783710, or e-mail fiona.allen@englishconnected.com

Regards

[Your name]

Example 02

Thank you for your e-mail. I am on holiday until Monday, 10th of September 2011 and your e-mail will not be forwarded. Should the matter be important, please contact anne.french@englishinrome.com in my absence.

Regards

[Your name]

Example 03

Thank you for your e-mail. I will be out of office as of today Monday 23rd October and will be back on Thursday, 26th October. I will have limited access to my e-mail during this period. In my absence, please feel free to contact John Smith on +44 310 30338 or e-mail him at john.smith@ailts.com

Example 04

Thank you for your e-mail. I am out the office from Monday 5th April to Friday 9th April and unable to respond at this time. I will review your message following my return on Monday 12th April. If you need immediate assistance, please contact [name, phone number and email address].

Thank you for your understanding.

Best regards,

[Your Name]

Functional language: promising and asking for action

Here are some standard phrases for promising and asking for action.

Promising action

Formal/neutral

You have my assurance that I will investigate the matter further.

I assure you that this kind of irresponsibility won't be repeated again.

I will investigate the matter personally.

I will contact you again shortly.

I will look into the matter personally and give you a full report.

Informal

I'll look into the matter / it.

I'll get back to you as soon as possible / as soon as I can.

I'll check and get back to you.

Asking for action – urgency

I would be grateful if this matter could be resolved **as quickly as possible**.

Please deal with this matter urgently. I expect a reply from you by tomorrow morning **at the latest**.

I hope you will deal with the matter **promptly** as it is causing me considerable inconvenience.

I expect to receive a replacement order / a reply / the information / the data / the figures **as soon as possible**.

As this matter is now urgent, we would appreciate **a prompt reply**.

Due to the urgency of the situation, I would appreciate receiving your advice as soon as possible.

We / I would be grateful if this matter could be resolved as soon as possible.

I would be grateful if you could get back to me **as soon as you can**.

We would appreciate your cooperation in resolving this matter as soon as possible.

...no later than....

...by Friday / 6p.m. at the latest.

...by the end of the week / the month.

Functional language: explaining and clarifying

NB. to explain (*verb*) an explanation (*countable noun*) to clarify (*verb*) clarification (*noun*)

Here are some standard phrases for you to use to explain or clarify:

Asking

I'm not sure what you mean by _____. Could you clarify, please?

Which _____ do you mean?

I'm afraid, I don't understand this point. Could you explain in a little more detail, please?

Are you sure about this?

Could you clarify these points further, please?

Just to clarify...

Giving

I would like to clarify certain / some points regarding...

I would like to take this opportunity to clarify ...

I'm writing to explain...

I'm sorry, what I meant was _____ not _____.

I thought _____ but I may be wrong.

The correct information is below. Please amend your records /the document / your report accordingly.

My apologies. Forget my last e-mail. You are right.

Here's some information about..

Functional language: payments and price quotes

Here are some standard phrases for you to use when writing about payments or price quotes.

Payments made

We have instructed our bank to transfer £50.00 to your account in payment of your statement of 25th March statement.

Thank you for your prompt delivery. Please find attached our draft for €257 drawn on Barclays Bank, London. Could you please acknowledge receipt?

We would like to inform you that we have arranged for a credit transfer through our bank, the Unicredit Bank, Rome. The transfer is for €1.545 as payment on invoice No. 237/FGH/09/11. Could you confirm the transfer has been made, please?

Thank you for your Postal Order Cheque / postal cheque / draft / credit transfer for €578 in payment of our statement / invoice No 02/11/TBN dated 12.02.11.

We received your email today informing us that you had paid £965 into our account in settlement of Invoice No. 49GSA/12/11. Thank you for letting us know, and we look forward to hearing from you in the near future.

Our bank advised us today that €1.400 was credited by you to our account. Thank you for paying so promptly, and we hope to hear from you soon.

Payments outstanding

We are writing concerning a payment of €12.600 for invoice number KJ984/11 which is now overdue. A copy of the invoice is attached.

With reference to our invoice no. 2345 for £234, we would like to advise you that we still have not received your remittance for this amount. If your payment has already been made, please disregard this letter.

Please find enclosed your statement of account as at 31st May this year. If the balance of €674 is cleared within the next 8 days, you may deduct a 3% cash discount.

May I remind you that your October statement is still outstanding, and ask you to settle as soon as possible?

According to our records, the sum of €4,600 is still outstanding on your account. Please send a bank transfer to settle the account, or an explanation of why the balance is still outstanding. If you have already dealt with this matter, please disregard this email.

On 6th January, I wrote to you regarding your company's unpaid account, amounting to €5.600. May we please remind you that this amount is still outstanding.

I wish to draw your attention to my previous emails of 6th January and 21st January about the overdue payment on your account. We are very concerned that the matter has not yet received your attention.

Following my emails of 6th January, 21st January and 6th February I must inform you that we have still not received

payment for the outstanding sum of €4.600. Clearly, this situation cannot be allowed to continue, and we must ask you to take immediate action to settle your account.

I wrote to you on 6th January, 21st January and 6th February, regarding the balance of €4.600 on your account. I attach copies of all the emails. This sum is now two months overdue. We are very concerned that the matter has not yet received your attention. Unless we receive payment within seven days, we shall have no alternative but to take legal action to recover the money. In the meantime, your existing credit facilities have been suspended.

Price quotes

We can quote you a unit price of £7.29 for orders of 50 units or more.

The net price of this article is £100, to which must be added VAT at 16%, making a gross price of £116.

We can quote you a gross price, inclusive of delivery charges, of £200 per 20 items. These goods are exempt from VAT.

The prices quoted above are provisional, since we may be compelled by increased costs of raw materials to increase our prices to customers.

The price of this model is €... at today's rate of exchange, though I regret that, because of fluctuating exchange rates, we can only hold this price for 2 weeks from today's date.

We can offer you a price of... per item, firm 15 days, after which the price will be subject to an increase of 5%.

Please note that our prices are subject to change without notice.

Payment for initial orders should be made by sight draft, payable at...(bank)..., cash against documents.

We only accept payment by letter of credit...

Our terms of payment are as follows....

Sample e-mail: outstanding payment

To: jameson.christopher@steelengineering.co.uk

Date: 15.05.11

Subject: order 257/P03/11 outstanding payment

Dear Mr. Jameson,

I am writing in connection to your order 257/P03/11 delivered by us on 5th March, 2011.

According to our records, the sum of €1,625 is still outstanding on your account. Please send a bank transfer to settle the account, or an explanation of why the balance is still outstanding. If you have already dealt with this matter, please disregard this email.

We would appreciate your cooperation in resolving this matter as soon as possible.

Regards

Kelly Biggins

Accounts Department

To: kelly.biggins@samsonwidgets.co.uk

Date: 16.05.11

Subject: Re: order 257/P03/11 outstanding payment

Dear Ms. Biggins,

Further to your e-mail of the 15th May regarding the outstanding payment for the order 257/P03/11, thank you for bringing the matter to my attention and please accept my sincere apologies for any inconvenience caused.

We would like to inform you that this morning I arranged for a credit transfer through our bank. The transfer is for €1.625 as stated on your invoice No. 67/SW/P03/11. Could you, please, confirm the transfer has been made?

Once again, please accept my apologies for our delay in this matter.

Best Regards

Christopher Jameson

*Key Account Manager
Steel Engineering Ltd*

Activity to complete 28: e-mail - standard expressions

1. Put the expressions and phrases on the following page under the correct functions.

Greetings	openings...previous contact	reason for writing
giving information	asking for information	promising action
Attachments	closing...	sign offs
		Cheers

- a. I'm writing in connection with . . .
 - b. ~~Cheers~~ _____
 - c. I would like to know more about the software you mention on your site.
 - d. Attached you'll find the sales figures you requested.
 - e. Please feel free to contact me if you have any questions.
 - f. Please find attached my report.
 - g. I would be interested in receiving further details about
 - h. I am writing to enquire about....
 - i. Hi John,
 - j. I will investigate the matter immediately.
 - k. I/We are able to confirm that . . .
 - l. With reference to your e-mail of the 12th April....
 - m. Further to your last e-mail, . . .
 - n. Best regards
 - o. Dear Sir/Madam
 - p. We regret to inform you that your request for funds....
 - q. I will get back to you as soon as I have the information you need.
 - r. Should you require any further information, please don't hesitate to contact me.
2. Add at least one other expression under each of the functions.

Activity to complete 29: formal or informal?

Look at the following phrases and decide if they are formal (F) or informal (I).

- | | |
|---|------------|
| 1. With reference to your e-mail of 3 rd July... | Formal (F) |
| 2. Please could you give me the necessary details concerning? | _____ |
| 3. Sorry it took me so long to get back to you. | _____ |
| 4. I apologise for the delay in replying to your e-mail. | _____ |
| 5. I will be available to meet on Monday if that is convenient with you. | _____ |
| 6. Thanks for your letter last week. | _____ |
| 7. I regret to inform you that I will be in New York at that time and therefore I am unavailable for those dates. | _____ |
| 8. We would be happy to arrange/organise a meeting with you at your convenience. | _____ |
| 9. Just to clarify a few points..... | _____ |
| 10. Can you tell me a little more about... | _____ |
| 11. Please find attached the sales figures for the month of June. | _____ |
| 12. Just a quick note to tell you that... | _____ |
| 13. We regret to inform you that we are unable to confirm... | _____ |
| 14. How about a meeting next week? Is Tuesday ok for you? | _____ |
| 15. I've attached the file you wanted. | _____ |
| 16. Please accept my/our apologies for this misunderstanding. | _____ |
| 17. I'm afraid I can't make our appointment. | _____ |
| 18. I would like to take this opportunity to clarify certain points regarding.... | _____ |

Activity to complete 30: identify the missing word 05

Each of the following automatic replies has one word missing. Add the missing word.

- | |
|---|
| 1. I am out of the office until Monday 21 st September. I will not be reachable phone or e-mail. |
| 2. I am out of the office with limited access to e-mails. You can contact me my mobile phone:338 9976529 |
| 3. Please note that I will be out of the office until 1st September 2011. In case urgency, please contact Mr. Condoni: 347 5559871 |
| 4. I am out of the office from 01/08/2011 and will not return until 21/08/2011. I will have no access my e-mail. Your e-mail will be answered on my return. |
| 5. I will to be out of the office from Wednesday April 14 Friday April 23. I will checking my e-mail every day during this time. |
| 6. I am travelling from 18th to 28th June and will not be checking my e-mail during this period. This e-mail address is being monitored my office to provide any urgent assistance. |

Activity to complete 31: prepositions

Complete the e-mails below with the correct prepositions (at, on, in, of, for, to).

1. Dear Ms. Ketcher

I'll be arriving _____ London _____ 10 am _____ Wednesday. Could you send me directions to get _____ your office and please recommend a good hotel nearby?

Cordially

Julius Justice

2. Hi Harry,

We have two really urgent orders to deliver and one _____ our machines has broken down. Would you be available to do some work _____ us? We'd really appreciate it.

Cheers

Bill

3. Tom,

Please give the attached order top priority. The sales department promised delivery _____ Milan _____ 6th October.

Thanks.

John

5. Dear Ted,

Thank you _____ getting back _____ me so soon. I am very interested _____ hearing more about your new software. Could we meet _____ your office one day next week? Tuesday morning would be great _____ me.

Let me know.

Julie

Activity to complete 32: e-mail 12

Complete the e-mail below with words or expressions in the box.

1. due to	2. receive confirmation	3. be held	4. attached information
5. is located	6. regard to	7. be informed	8. strictly limited

Dear all,

With _____ the seminar on distribution to _____ in Amsterdam on the 4th and 5th September, please find attached the program which can now be sent out to all interested parties. A more detailed program (including other speakers) will be issued as soon as we _____ of their participation.

Please note that _____ tight budgeting and room size constraints, the number of participants per association/company will be _____ to 5.

I have taken an option on a number of rooms for the nights of 4th and 5th September at the Radisson Blue hotel, which _____ near Schiphol airport (see _____ for more details) and would like to have confirmation, as soon as possible, as to whether you and your participants will require a room for one or two nights.

Please _____ that, also due to budget limits, the seminar will be held in English without interpreters.

I look forward to hearing from you at your earliest convenience.

Kind regards,

Franz Heinrick

Activity to complete 33: e-mail 13

Complete the e-mail below with words or expressions in the box.

1.urgently need	2. working on	3. topic of discussion	4. update me
5. your co-operation	6. further to	7. much appreciated	8. be held

Hi Janet,

_____our meeting on the 12th September, could you please _____on the current status of the project timelines?

During our meeting you said that you were waiting for Bill to send you the development timeline and that you were _____communication and planning documents (including timelines) for the project. I am currently working on the project for Asia and I _____these dates to initiate discussion with all of the countries involved. These timelines will be a _____on our weekly status conference call to _____on Wednesday at 10 a.m.

_____in getting this information as soon as possible is very_____.

Thanks in advance.

Steve

Activity to complete 34: e-mail 15

Complete the gaps in Kevin Stone's e-mail using **ONE** word only:

Dear Ms Hudson,

(1) _____ reference (2) _____ your e-mail (3) _____ flight tickets online, I am writing to (4) _____ you that your online account has been successfully created.

Your credit card has now been charged for the sum of £205.

Please be (5) _____ that when you order tickets through your account you are entitled to 10% (6) _____.

Please find (7) _____ the purchase invoice and the flight ticket that you ordered.

We apologise for our mistake and we would like to take this (8) _____ to assure you it will not happen again.

(9) _____ regards

Kevin Stone

Sales Manager

High Fly Airlines

Module 05

DON'T FORGET!

- you cannot “undo” what the reader receives!
- do not hit the send button until you’ve corrected any mistakes;
- make sure that what you have written is what you *really* mean and what you *really* want to say;
- if you are away from the office for any length of time, let your colleagues and clients know with a simple out of office automatic reply;
- well-prepared out of office messages can help decrease the backlog of emails on your return;
- out of office messages should be: complete, concise and clear;
- they should contain; the date of your absence, the reason and alternative contact information.



Appendices

- Appendix 01: Irregular verb list
- Appendix 02: Linkers and conjunctions
- Appendix 03: Punctuation rules
- Appendix 04: Capitalisation rules
- Appendix 05: Spelling rules
- Appendix 06: Dates UK vs US

Englishconnected

Appendix 01 List of common Irregular Verbs

Infinitive	Past simple	Past participle
be	was/were	been
beat	Beat	beaten
become	Became	become
begin	Began	begun
bend	Bent	bent
bet	Bet	bet
bite	Bit	bitten
bleed	Bled	bled
blow	Blew	blown
break	Broke	broken
bring	Brought	brought
build	Built	built
burst	Burst	burst
buy	Bought	bought
catch	Caught	caught
choose	Chose	chosen
come	Came	come
cost	Cost	cost
creep	Crept	crept
cut	Cut	cut
deal	Dealt	dealt
dig	Dug	dug
do	Did	done
draw	Drew	drawn
drink	Drank	drunk
drive	Drove	driven
eat	Ate	eaten
fall	Fell	fallen
feed	Fed	fed
feel	Felt	felt
fight	Fought	fought
find	Found	found
flee	Fled	fled
fly	Flew	flown
forbid	Forbade	forbidden
forget	Forgot	forgotten
forgive	Forgave	forgiven
freeze	Froze	frozen
get	Got	got
give	Gave	given
go	Went	gone/been
grow	Grew	grown

Infinitive	Past simple	Past participle
lose	lost	lost
make	made	made
mean	meant	meant
meet	met	met
mistake	mistook	mistaken
pay	paid	paid
put	put	put
read	/ri:d/	read /red/
ride	rode	ridden
ring	rang	rung
rise	rose	risen
run	ran	run
say	said	said
see	saw	seen
seek	sought	sought
sell	sold	sold
send	sent	sent
set	set	set
sew	sewed	sewn/sewed
shake	shook	shaken
shine	shone	shone
shoot	shot	shot
show	showed	shown/showed
shrink	shrank	shrunk
shut	shut	shut
sing	sang	sung
sink	sank	sunk
sit	sat	sat
sleep	slept	slept
slide	slid	slid
speak	spoke	spoken
spend	spent	spent
spit	spat	spat
split	split	split
spread	spread	spread
spring	sprang	sprung
stand	stood	stood
steal	stole	stolen
stick	stuck	stuck
sting	stung	stung
stink	stank	stunk
strike	struck	struck

Infinitive	Past simple	Past participle
hang	hung/hanged	hung/hanged
have	Had	had
hear	Heard	heard
hide	Hid	hidden
hit	Hit	hit
hold	Held	held
hurt	Hurt	hurt
keep	Kept	kept
know	Knew	known
lay	Laid	laid
lead	Led	led
leap	Leapt	leapt
leave	Left	left
lend	Lent	lent
let	Let	let
lie	Lay	lain
light	Lit	lit

Infinitive	Past simple	Past participle
swear	swore	sworn
sweep	swept	swept
swim	swam	swum
swing	swung	swung
take	took	taken
teach	taught	taught
tear	tore	torn
tell	told	told
think	thought	thought
throw	threw	thrown
understand	understood	understood
wake	woke	woken
wear	wore	worn
weep	wept	wept
win	won	won
write	wrote	written

The following verbs have both a regular and irregular form.

Infinitive	Past simple	Past participle
awake	awoke/awakened	awoken/awakened
burn	burnt/burned	burnt/burned
dream	dreamt/dreamed	dreamt/dreamed
lean	leant/leaned	leant/leaned
learn	learnt/learned	learnt/learned


Infinitive	Past simple	Past participle
spell	spelt/spelled	spelt/spelled
smell	smelt/smelled	smelt/spelled
spill	spilt/spilled	spilt/spilled
spoil	spoilt/spoiled	spoilt/spoiled

Appendix 02 Linkers and conjunctions

A linker is a word that clarifies the connection between ideas. They may be used to link successive clauses within the same sentence, or successive sentences within a paragraph.

sequencing	firstly - secondly - thirdly - finally - lastly - previously - subsequently - eventually - simultaneously - after a while - after that - afterwards - before - at the same time - also - at last - currently - earlier - later - in the future - in the past - formerly - immediately - in the meantime - next - now
talking generally	in general - usually - on the whole
contrasting	however - nevertheless - on the other hand - although - instead - in contrast to - on the contrary - otherwise
adding another point	in addition - moreover - on another point - furthermore - besides - last but not least - next - too - also
giving an example	for example - for instance - e.g. - as an example
giving an alternative	either ... or ... - neither...nor... - alternatively - instead of ... - not only... but also...
comparing	like - as well as - both...and... - compared to - in the same way - by comparison - in common with - similarly - in the same way
giving (surprising) facts	in fact - actually - as a matter of fact
stating something obvious	clearly - obviously - of course - naturally
underlining the most important point	especially - above all - in particular - particularly
rephrasing	in other words - that is to say - i.e.
stating the result or consequence of something	as a result - therefore - for this reason - as a consequence - consequently - accordingly
referring to something else	in relation to - regarding - with reference to
concluding	finally - in brief - all in all - at last - therefore - after all - lastly

Appendix 03 Punctuation rules

All sentences end with one of the following punctuation marks:		
<ul style="list-style-type: none"> • full stop (GB) period (US) ? question mark ! exclamation mark 		<p><i>The office was closed today.</i> <i>It has been really hot this week.</i></p> <p><i>Who are speaking to?</i> <i>What time did you get home?</i></p> <p><i>Oh, no!</i> <i>That is totally absurd!</i></p>
<ul style="list-style-type: none"> ; semi-colon 	<p>We use a semi-colon between two separate statements which are linked in meaning. A full stop could also be used in these cases.</p>	<p><i>Sally is a really good person; she visits her elderly neighbour every day</i></p>
<ul style="list-style-type: none"> : colon 	<p>We use a colon before an explanation or a list.</p>	<p><i>John was really angry: he had just lost his job.</i></p> <p><i>We need to order: some paper, pens, pencils, rubbers, pencil sharpeners and paper clips.</i></p>
<ul style="list-style-type: none"> - dash 	<p>A dash is rather informal. It is sometimes used instead of a colon or semi-colon.</p>	<p><i>John was really angry – he had just lost his job.</i></p> <p><i>It's a crazy week – there's so much to do here at work.</i></p>
<ul style="list-style-type: none"> ' apostrophe 	<p>We use an apostrophe in short forms, when there is a missing letter.</p> <p>We use an apostrophe with s to indicate possession.</p>	<p><i>We're working on a new project right now. It's really interesting but I'm very tired.</i></p> <p><i>Harry's girlfriend Joan's office</i></p> <p><i>Alan's business partner Ann's company</i></p>

<p>, comma</p> <p>‘</p>	<p>The rules about commas are not very precise. Commas are more likely used in long sentences rather than short sentences.</p> <p>We use commas in lists of more than two items. The last two items are linked with and.</p> <p>Sometimes a comma can separate off an adverb or a phrase.</p> <p>We often use a comma when a sentence has a linking word like when, although, if etc</p>	<p><i>The team is made up of: Janet, Sally, Harry, Bill, Julie and Kevin.</i></p> <p><i>Sally, unfortunately, had to work late and couldn't come to the party.</i></p> <p><i>On busy days, Sally often has to work late.</i> <i>When the office is busy, Sarah has to work late.</i></p> <p><i>If the weather is good at the weekend, we'll go for a picnic.</i></p>
<p>“ ” quotation marks (also called <i>quotes</i> or <i>inverted commas</i>)</p>	<p>We use quotation marks for direct speech. We use a comma to separate the direct speech from the rest of the sentence.</p> <p>We also use quotation marks when we use a word in an unusual, loose or ironic way.</p> <p>We put titles in quotation marks.</p> <p>We often use quotation marks when we mention a particular word or phrase.</p>	<p><i>The Prime Minister said, "Things are getting better."</i></p> <p><i>"She invited us to her "holiday home" for the weekend."</i></p> <p><i>Do you watch that American series called "CSI" ? It's really good.</i></p> <p><i>What does "deal with" mean?</i></p> <p><i>Rap music is also called "hip hop".</i></p>
<p>— hyphen</p>	<p>The rules for hyphens are not very precise. They are not very frequent in British English and are used even less in American English. They are often used for compound nouns. If you are not sure how the compound noun is written, use two separate words.</p>	<p><i>phone-card or phone card</i></p> <p><i>ice-cream or ice cream</i></p> <p>—</p>

Appendix 04 Rules for using CAPITAL letters

<ul style="list-style-type: none"> ○ All sentences begin with a capital letter. <p>i.e. <i>Here are the rules for using capital letters.</i></p>
<ul style="list-style-type: none"> ○ The first sentence in a letter begins with a capital even though after the greeting we use a comma. <p>i.e. <i>Dear Mr Smith,</i> <i>With reference to your email of the 26th October....</i></p>
<ul style="list-style-type: none"> ○ The letter 'i' when referring to yourself. <p>i.e. <i>I am English.</i></p>
<ul style="list-style-type: none"> ○ Names of people and titles. <p>i.e. <i>Bill – Ann – Mr Black – Ms White – the Prime Minister (PM)</i></p>
<ul style="list-style-type: none"> ○ Names of companies. <p>i.e. <i>Phillips – Samsung – Mercedes Benz</i></p>
<ul style="list-style-type: none"> ○ Names of places - parks, cities, buildings, towns, street names, rivers, lakes, mountains. <p>i.e. <i>Dakota building – High Street – the Mississippi river – Buckingham Palace – Hyde park</i></p>
<ul style="list-style-type: none"> ○ Titles of books, songs, films, magazines, newspapers, articles. <p>i.e. <i>Withering Heights – Your Song – Notting Hill – Newsweek – The Times</i></p>
<ul style="list-style-type: none"> ○ Days of the week, months of the year, holidays and festivals. <p>i.e. <i>Tuesday – Friday – April – November – Christmas – Easter – the New Year</i></p>
<ul style="list-style-type: none"> ○ Countries, nationalities and languages. <p>i.e. <i>Italy – Britain – France – Italian – British – French – English</i></p>
<ul style="list-style-type: none"> ○ Acronyms <p>i.e. <i>the UK – the USA – the UN</i></p>

Appendix 05 Spelling rules

Nouns, verbs and adjectives can have the following endings:

noun + s/es (plural)	shoes	pencils	churches
verb + s/es (after he/she/it)	talks	enjoys	watches
verb + ing	talking	enjoying	watching
verb + ed	talked	enjoyed	watched
adjective + er (comparative)	quicker	slower	shorter
adjective + est (superlative)	quickest	slowest	shortest
adjective + ly (adverb)	quickly	slowly	shortly

When we use these endings, there are sometimes changes in the spelling. Look at the following rules:

1. nouns and verbs + **s/es**. When the word ends in **s/ss/sh/ch/x/o** the ending is **es**:

match/matches bus/buses box/boxes wash/washes miss/misses do/does

2. nouns, adjectives and verbs ending in **-y**. If a word ends in a **CONSONANT + y** :

- a. Y changes to **ie** before the ending **-s**:

baby/babies country/countries secretary/secretaries study/studies try/tries hurry/hurries

- b. Y changes to **i** before the ending **-ed**:

hurry/hurried study/studied apply/applied try/tried

- c. Y changes to **i** before the endings **-er** and **-est**:

easy/easier/easiest heavy/heavier/heaviest lucky/luckier/luckiest

- d. Y changes to **i** before the ending **-ly**

easy/easily heavy/heavily temporary/temporarily

N.B. Nouns and verbs ending in a **VOWEL + y** do not change: **play/plays, holiday/holidays, buy/buying, key/keys**

3. Doubling consonants. Sometimes a noun ends in vowel + consonant e.g.

stop plan wet thin slip prefer regret

Before the endings **-ing/-ed/-er/-est** we double the consonant at the end.

b→bb g→gg n→nn p→pp t→tt

rub	b	→	bb	rubbing	rubbed
big	g	→	gg	bigger	biggest
plan	n	→	nn	planning	planned
stop	p	→	pp	stopping	stopped
wet	t	→	tt	wetter	wettest

Appendix 06 Date formats – UK vs US

The difference in date formats can have serious implications and cause many problems when working on an international level. There can be confusion with appointments, payments, expiry dates, deadlines, invoices etc.

UK date format: **DD/MM/YY**

i.e. 21/10/08 21st October, 2008 16th April, 2009

US date format: **MM/DD/YY**

i.e. 10/21/08 October 21st, 2008 April 16th, 2009



Nothing too complicated you may think but look at these other 2 examples:

11/06/99 Does this indicate 6th November 1999 or 11th June, 1999?

08/12/56 Does this indicate 8th December, 1956 or 12th August, 1956?

This is where the confusion sets in! You need to be aware of the difference and always check what format you are working with.

Solutions to activities

Activity to complete 01: making arrangements – phrasal verbs 01

1. e	2. h	3. i	4. c	5. g
6. j	7. a	8. d	9. b	10. f

Activity to complete 02: phrasal verbs 01

11. Hi Jack, Can you confirm if the meeting **is on** for today, please? Thanks. Susan
12. When can we **meet up** to discuss our goals and objectives for 2012?
13. We need to discuss the budget, and recruit and work with the right people to ensure successful completion of the tasks required to **put on** this conference.
14. I'm sorry but I **have a lot on** next week. It's going to be difficult to find some time to meet.
15. The meeting had to be **called off** because too many people had flu!
16. We'll have to **put off** launching the product until we find a new marketing manager.
17. The meeting has been **brought forward** to Monday instead of Thursday as too many people weren't available.
18. I was sure you weren't coming to the meeting, so I am really pleased you managed to **make it!**
19. "John, I urgently need last month's sales figures." "OK, Bob, I'll **get back** to you as soon as I can."
20. After all that hard work the deal with Johns & Beech **is off**.

Activity to complete 03: Parts of an e-mail

1.

1. e	2. f	3. d	4. h	5. a	6. g	7. b	8. c
------	------	------	------	------	------	------	------

2.

1. g	2. c	3. e	4. a	5. f	6. d	7. b	8. h
------	------	------	------	------	------	------	------

Activity to complete 04: Jumbled Email

Solution A

Email 1

1. baxter.mary@lewisandwattsaccountants.co.uk
2. Sales figures 2010_October to December
3. Dear Mary,
4. I am writing with regard to our sales figures for the year 2010.
5. You supplied us with the figures for the first 3 financial quarters, but we have yet to receive any information for the period from October to December.
I would be grateful if you could send me the information requested as soon as possible.
6. Thanks in advance.
7. Regards
8. Harry

Email 2

1. harry.potts@exton.com
2. RE: Sales figures 2010_October to December
3. Dear Harry,
4. In reply to your email of the 7th November, please find attached the information you requested.
5. I'm sending it as a pdf file and it includes all of the sales data for the period in question. Let me know if you have any problems downloading it.
6. Please do not hesitate to contact me for further information.
7. Kind Regards
8. Mary

Solution B Jumbled e-mail

Email A

1. 9	2. 6	3. 13	4. 4
5. 1	6. 11	7. 5	8. 16

Email B

1. 3	2. 15	3. 10	4. 14
5. 12	6. 8	7. 2	8. 7

3. Put each part of the emails under the correct heading.

<u>Receiver (To)</u>	<u>Subject line</u>	<u>Greeting</u>	<u>Opening phrase</u>
1. harry.potts@exton.com 2. baxter.m@lewisaccountants.co.uk	1. Sales figures 2010_October to December 2. RE:Sales figures 2010_October to December	1. Dear Mary 2. Dear Harry	1. I am writing with regard to our sales figures for the year 2010. 2. In reply to your email of the 10th February, please find attached the information you requested.
<u>Body</u>	<u>Closing phrase</u>	<u>Sign off</u>	<u>Sender</u>
1. You supplied us with the figures for the first 3 financial quarters, but we have yet to receive any information for the period from October to December. I would be grateful if you could send me the information requested as soon as possible. I'm sending it as a pdf file and it includes all of the sales data for the period in question. Let me know if you have any problems downloading it.	1. Thanks in advance. 2. Don't hesitate to contact me should you need any further information.	1. Regards 2. Kind regards	1. Harry 2. Mary

Activity to complete 05: Identify the missing word

9. With reference **to** your e-mail of 10/08/10 ...
10. I am writing **with** regard to your enquiry....
11. I would like **to** receive more information about....
12. In reply **to** your e-mail, here is the information...
13. I am **a** colleague of John...
14. With regard **to** your memo of the 25th April...
15. Thank you **for** e-mail of the 25th march.
16. I was given your name **by** a colleague of yours, Sally Wilburs.

Activity to complete 06: e-mail 01

Dear Members,

Please **find attached** the amended agenda for **the next meeting to be held** on February 8, 2011 from 11a.m. to 4p.m. at the Brussels Airport Reagus Meeting centre. The meeting centre **is located** on the first floor of the airport (one floor up from the departure hall).

Kindly confirm whether you plan to attend. For those of you who cannot attend, I have attached a proxy for you **to complete**.

I **look forward** to seeing you soon,

Janet Wallis

Activity to complete 07: e-mail 02

Dear FCLS **members**,

Please find attached **the draft agenda** for our next Board meeting to be held on 19th October, 2011.

After the meeting, we have organized a dinner in order to officially **say goodbye** to Wallace Alberts who has recently stepped down as the **Executive Director** of FCLS.

Kindly **let me know**, for those of you who have not yet done so, whether you require **accommodation** for the 19th.

I would appreciate it, if you could confirm **your participation** at your **earliest convenience**.

Best Regards

Mary Walters

Activity to complete 08: e-mail 03

(1) Dear Ms. Black,

With (2) **reference** to your e-mail sent 16th of January, we would be (3) **happy** to organise a meeting with you to (4) **discuss** in more detail the training course you propose.

Would you be (5) **available** to come to our offices (6) **on** 25th January (7) **at** 11 a.m.?

Please do not (8) **hesitate** to contact me should you require any further information.

I look (9) **forward** to hearing from you soon.

Best (10) **regards**

Susan Jones

Activity to complete 09: phrasal verbs - definitions

1. e	2. i	3. d	4. h	5. g
6. j	7. c	8. a	9. f	10. b

Activity to complete 10: phrasal verbs 02

11. We'll **try out** Kevin in a different department for a while and see if things get better.
12. Please **look over** this article and let me know if there are any errors.
13. Can we **go ahead** with the offer to Bolton & Sons? I'm really anxious to conclude this deal.
14. I think we should **go over** the whole process again until everything is perfectly clear.
15. Financial experts have **pointed out** that limits on debit card transaction fees actually help consumers.
16. We're urgently **looking for** a new sales manager.
17. Let me **think over** your idea for a couple of days and then I'll give you my answer.
18. We had to **turned down** Bill's proposal, even though it was a good one.
19. We have just **found out** that Managing Director has decide to resign from the company.
20. We're **looking into** the possibility of merging the two sites together.

Activity to complete 11: opening and closing lines

1. F	2. D	3. A	4. G	5. H	6. B	7. C	8. E
------	------	------	------	------	------	------	------

Activity to complete 12: identify the missing word 02

1. I look forward **to** seeing you soon.
2. We apologise **for** our mistake.
3. Please do not hesitate **to** contact me for further information.
4. I would **be** grateful if you could resolve this issue as soon as possible.
5. Due **to** the urgency of the situation, please advise me as soon as possible.
6. Please get back **to** me as soon as possible.
7. We would **like** to take this opportunity to assure you it will not happen again.

Activity to complete 13: e-mail 04

Hello,

I have a **reservation** to stay at your hotel on the night of 15th November. I will be flying in from Frankfurt on flight KL1609, arriving at 22.40 at Terminal 1, Fiumicino airport. **Due to** the late arrival I **would like to** arrange a pick-up and transfer to the hotel.

I would also like **to book** a transfer to Fiumicino Terminal 3 for my flight **to** Australia the following day. My flight leaves at 12.30pm. My booking is through Expedia.com.au - itinerary number 21379256660.

I would also like to know, if it **is possible** to leave some luggage at your hotel between the 9th November and 15th November? I will be travelling up from Rome to Oslo via Frankfurt for a wedding and, if possible, I would like **to leave** some things behind at the hotel.

Thank you in advance.

Kind regards

Cristine Higgins

Reply

Dear Ms. Higgins,

Thank you for choosing us for your future stay in Rome.

Further to your e-mail of the 18th October, **regarding** a pick up and transfer to the hotel on the 15th November, the last scheduled shuttle departs from the airport at 22.30. After this time, pick-ups are only arranged **upon request**. Once you are outside the terminal, kindly contact our reception desk at +39 06935510377 and we will be happy to send the shuttle bus to pick you up.

Unfortunately, with reference to **your enquiry** about luggage deposit, we do not have a long-term storage facility available. Being located so near the airport, **we are subject** to very strict regulations regarding luggage deposit and we are unable to hold any baggage if the guest is not in house.

For **your information**, there is a luggage deposit situated at Terminal 3 of the airport - (on the ground floor of International Arrivals). The deposit is open every day from 6.30 a.m. to 11.30 p.m. - the daily charge is €6.00 per item of luggage.

Please do not hesitate to contact me **should you** require any further assistance.

Best regards

Susanna Baldi

Activity to complete 14: e-mail 05

Dear Bill,

With (1) **reference/regards** to your e-mail of 30th November, please accept my (2) **apologies** for the delay in replying.

Please (3) **find** attached the sales figures you (4) **requested**. I have also included both the national and foreign sales figures for the first half of this current year.

Do not hesitate to (5) **contact** me should you require any (6) **further** information.

In (7) **response** to your enquiry about a tour of our production plant, I would be very happy to (8) **organise** something for you as soon as possible. When would be (9) **convenient** for you?

I (10) **look** forward to hearing from you soon.

All the (11) **best**

John

Activity to complete 15: recommending, advising and suggesting

Match the sentence half in column A with a sentence half in column B. There is more than one possibility for each sentence.

11. I (would) recommend (that)	a, b, g, h, j	k. we organise a meeting to discuss the details of the contract as soon as possible.
12. I advise you	c, f	l. you keep them constantly informed on any problems that arise.
13. It would be advisable	c, f	m. to change the booking to Milan tomorrow.
14. I suggest (that)	a, b, g, h, j	n. a different approach to this problem.
15. We should	e, i	o. make a brief summary of the problems that have arisen.
16. I would recommend (that)	a, b, j	p. to organise a meeting with the team manager as soon as possible.
17. He advised us	c, f	q. you contact the sales department for an explanation.
18. They recommended (that)	a, b, g, j	r. we postpone the meeting until we have clearly understood what is happening.
19. I suggest	a, b, g, j	s. clarify your position immediately.
20. She suggested (that)	a, b, g, j	t. you hand in your report no later than Friday.

Activity to complete 16: identify the missing word

1. I would like **to** confirm my arrival in Rome airport at 10.40 a.m.
2. We regret **to** inform you that we are unable to satisfy your request.
3. Could you please confirm your availability to meet on Tuesday 12th October **at** 3pm?
4. In reply **to** your e-mail, I can confirm our meeting on the 9th June.
5. I would **like** to inform you that we are able to confirm your booking for the nights of 12th – 14th July inclusive.
6. Please send us confirmation **of** your arrival on the 19th march at 9.50 a.m.
7. Just **to** confirm that I'll be arriving at Central station at 8.20 a.m.
8. Can you confirm your attendance **at** today's meeting, please?

Activity to complete 17: formal or Informal?

- | | |
|--|--|
| <ol style="list-style-type: none"> 13. I am a friend of a colleague of yours, Jack Thompson 14. Following our telephone conversation, I can confirm our meeting on Tuesday. 15. I am writing with regard to your enquiry about a position in this company. 16. When would it be convenient for you to meet? 17. Let's meet up to discuss the details. 18. Here's the information you asked for. 19. Please deal with this matter as soon as possible. 20. How about Tuesday at 2.30? 21. I would be pleased to discuss this matter in person with you at your earliest convenience. 22. Just to confirm the meeting later today. 23. Just a quick note to tell you that I finally spoke with Jack. 24. We regret to inform you that we are unable to offer you the position of Sales Director. | <p>Informal (I)</p> <hr/> <p>F</p> <hr/> <p>F</p> <hr/> <p>F</p> <hr/> <p>I</p> <hr/> <p>I</p> <hr/> <p>F</p> <hr/> <p>I</p> <hr/> <p>F</p> <hr/> <p>I</p> <hr/> <p>I</p> <hr/> <p>F</p> |
|--|--|

Activity to complete 18: e-mail 06

Dear Brian,

Could you please confirm **your participation** at our Conference **to be held** in Madrid on the 18th and 19th May?

My apologies for pressing you, but we have to define and print the programme by the end of the month.

Thank you for your **understanding**.

Kind Regards.

Silvia Baxter

Reply

Dear Silvia,

With **reference to** your e-mail of 10th March, I am now in a position where I can **confirm** my participation – as long as all of my **travel expenses** (i.e., air fares and associated travel costs) and other conference related costs are met (i.e., accommodation, meals, conference registration). Unfortunately, my university will not underwrite **the funding** for this trip.

With many thanks and best wishes

Brian

Activity to complete 19: e-mail 07

Dear Ralph,

Further to **our discussion**, I confirm your participation **on** the Emergency Response Training Programme to be held in Vienna **from** 9th to 13th January 2012.

Please find attached the course schedule and the complete list of trainers and the **other participants**. Carol Thompson will be sending you all the **administration details** tomorrow morning.

You will also find attached **a brief outline** of the course programme; the course objectives and **what commitment** is expected from you.

I look forward to **working** with you.

Regards

Jonathon Lee

Activity to complete 20: e-mail 09

Dear Mr Bradford,

With (1) **reference** to our meeting yesterday, I would like to take this (2) **opportunity** to thank you for your time. It was a (3) **pleasure** to meet you and your team. The discussion certainly helped us better understand the issues and concerns of Shaw & Bradford.

As (4) **promised**, please find (5) **attached** our proposal. I sincerely hope it exemplifies our commitment in helping you achieve your goals.

I look (6) **forward** to learning more about Shaw & Bradford by working closely with you in the future to establish a long term relationship.

Please don't hesitate to contact me with any questions or (7) **concerns** you may have.

Again thank you for your (8) **time**.

Best Regards

John Price

Activity to complete 21: identify the missing word

9. Please find attached the sales figures **for** the month of June.
10. I am writing to complain **about** the delay in our order of 21st September.
11. Unless I receive the goods by the end of this week, I will have no choice but **to** cancel my order.
12. I'm writing **to** express my concern about...
13. We must insist **on** a full refund.
14. I am writing in connection **with** my order GHI654 which arrived this morning.
15. Please, check the figures in this attachment and get back **to** me when you can.
16. I am sending you the information you requested **as** a pdf file. Please find attached.

Activity to complete 22: e-mail attachments

11. Please **find attached** the sales figures you requested.
12. I'm attaching my report. Please **let me have** any comments before Monday's meeting.
13. The meeting is confirmed (see **attachment**). Let us know if there's anything else we can do for you.
14. Check the figures in this attachment and pay **special attention** to the figures of the second quarter.
15. Attached you'll find the plans for the Italian project. As you can see it covers **all the points** we mentioned during our meeting.
16. If there are any problems with the data attached, please **let me know**.
17. You are kindly requested to complete the attached forms and return them to me **by 14th June**.
18. **Attached** you'll find next week's agenda. Please note the changes to items 2 and 5.
19. I've attached my draft presentation. Please **get back to me** as soon as you can with your feedback.
20. Please find attached the forms you requested. We need to receive them **no later** than February 21st.

Activity to complete 23: complaining & apologising

11. I am writing to **draw your attention** to the unhelpful behaviour of your staff.
12. You have **my assurance** that this will not happen again.
13. Please accept my most **sincere apologies** for any inconvenience we have caused you.
14. Thank you for bringing this matter to **my attention**. I promise I will look into it immediately.
15. I sincerely apologise for this misunderstanding and I assure you, we are doing everything in our power to **put things right**.
16. Please accept my apologies for this **misunderstanding**. I hope we have not caused you too much inconvenience.
17. I am writing to express **my dissatisfaction** with your services.

18. Unless I receive the products by the end of this week, I will have no choice but **to cancel** my order.
19. I **must insist on** an immediate replacement of the damaged goods.
20. We fully appreciate your position and very much regret the **inconvenience** this has caused.

Activity to complete 24: e-mail and internet abbreviations

1. m	2. n	3. h	4. l	5. o
6. a	7. j	8. e	9. c	10. i
11. d	12. g	13. k	14. f	15. b

Activity to complete 25: e-mail 09

Dear Ms. Smithson,

I am writing **in relation to** your recent complaint about the order RSPH9963/F. I was **most concerned** to learn about the difficulties you experienced and the unprofessional conduct of our customer service staff.

I have looked into the matter personally and you have **my assurance** that this will not happen again.

Thank you for bringing the matter **to my attention** and please accept my sincere apologies for everything that has happened.

We are immediately forwarding **a replacement order** and, to compensate for **the inconvenience** we have caused, we are giving you a further 10% discount on your total order.

Once again I hope you will accept **my apologies** and I very much hope you will continue to use our services in the future. Please do not hesitate to contact me personally should you require **anything further**.

Cordially

Joseph P. Beech
Director

Activity to complete 26: e-mail 10

To whom it **may concern**,

I am writing to express my **complete dissatisfaction** with the service I have received over the last few weeks from your company.

Your advertising suggests that you are a **more efficient** company than Telcomfast and promises you deal with problems quickly and efficiently (not in my case, unfortunately). As I had experienced many problems with Telcomfast in the past, I decided to **sign up for** your telephone and internet package a month ago.

However, in this first month of service you have caused me to lose a lot of business **due to** poor administration. When I signed the contract with you, you promised to provide me with the same business line that I had been using for the last 5 years – 0249 918 7642. The problem is that you have failed to do this. This means that my clients are unable to contact me and it has cost me many hours of phone calls to your support centre contact me **in order to** rectify this situation. The matter has not yet been resolved.

Unless this problem is resolved by the end of the week and I receive a substantial rebate on my first three month's account, I will be forced to take **legal action**.

I hope that you will deal with this matter promptly as it is causing me **considerable inconvenience**.

Sincerely

Robert Wallis

Activity to complete 27: e-mail 11

(1) **Dear** Ms. Costner

With (2) **regard/reference** to your e-mail dated 7th March, I would like to confirm the order No. QUTD/456/03-11 placed by our purchasing department on the 5th March.

Regarding payment, I would be (3) **grateful** if you could send me the necessary details of the account where the payment has to be made.

For your reference, I am (4) **sending** the purchase order details as an (5) **attachment**.

I look (6) **forward** to hearing from you at your earliest (7) **convenience**.

Yours (8) **sincerely**

George Shaw

Shaw, Becks & Sons

Activity to complete 28: standard e-mail expressions

greetings	openings..previous contact	reason for writing
Dear Sir/Madam, Hi John	Further to your last email, . . . With reference to your email of the 12 th April....	I'm writing in connection with . . . I am writing to enquire about...
giving information	asking for information	promising action
I/We are able to confirm that . . . We regret to inform you that your request for funds.....	I would like to know more about the software you mention on your site. I would be interested in receiving further details about	I will investigate the matter immediately. I will get back to you as soon as I have the information you need.
attachments	closing....	sign offs
Please find attached my report. Attached you'll find the sales figures you requested.	Should you require any further information don't hesitate to contact me. Please feel free to contact me if you have any questions.	Best regards Cheers

Activity to complete 29: formal or informal?

- | | |
|---|---------------|
| 1. With reference to your e-mail of 3 rd July... | Formal (F) |
| 2. Please could you give me the necessary details concerning? | _____ F _____ |
| 3. Sorry it took me so long to get back to you. | _____ I _____ |
| 4. I apologise for the delay in replying to your e-mail. | _____ F _____ |
| 5. I will be available to meet on Monday if that is convenient with you. | _____ F _____ |
| 6. Thanks for your letter last week. | _____ I _____ |
| 7. I regret to inform you that I will be in New York at that time and therefore I am unavailable for those dates. | _____ F _____ |
| 8. We would be happy to arrange/organise a meeting with you at your convenience. | _____ F _____ |
| 9. Just to clarify a few points..... | _____ I _____ |
| 10. Can you tell me a little more about... | _____ I _____ |
| 11. Please find attached the sales figures for the month of June. | _____ F _____ |
| 12. Just a quick note to tell you that... | _____ I _____ |
| 13. We regret to inform you that we are unable to confirm... | _____ F _____ |
| 14. How about a meeting next week? Is Tuesday ok for you? | _____ I _____ |
| 15. I've attached the file you wanted. | _____ I _____ |
| 16. Please accept my/our apologies for this misunderstanding. | _____ F _____ |
| 17. I'm afraid I can't make our appointment. | _____ I _____ |
| 18. I would like to take this opportunity to clarify certain points regarding.... | _____ F _____ |

Activity to complete 30: identify the missing word 05

7. I am out of the office until Monday 21 st September. I will not be reachable by phone or e-mail.
8. I am out of the office with limited access to e-mails. You can contact me on my mobile phone:338 9976529
9. Please note that I will be out of the office until 1st September 2011. In case of urgency, please contact Mr. Condoni: 347 5559871
10. I am out of the office from 01/08/2011 and will not return until 21/08/2011. I will have no access to my e-mail. Your e-mail will be answered on my return.
11. I will to be out of the office from Wednesday April 14 to Friday April 23. I will checking my e-mail every day during this time.
12. I am travelling from 18th to 28th June and will not be checking my e-mail during this period. This e-mail address is being monitored by my office to provide any urgent assistance.

Activity to complete 31: prepositions

1. I'll be arriving **in** London **at** 10 am **on** Wednesday. Could you send me directions to **get to** your office and please recommend a good hotel nearby?
2. We have two really urgent orders to deliver and one **of** our machines has broken down. Would you be available to do some work **for** us? We'd really appreciate it.
3. Please give the attached order top priority. The sales department promised delivery it **in** Milan **on** 6th October.
5. Thanks **for** getting back **to** me so soon. I'm very interested **in** hearing more about your new software. Could we meet **at** your office one day next week? Tuesday morning would be great **for** me.

Activity to complete 32: e-mail 12

Dear all,

With **regard to** the seminar on distribution to **be held** in Amsterdam on the 4th and 5th September, please find attached the program which can now be sent out to all interested parties. A more detailed program (including other speakers) will be issued as soon as we **receive confirmation** of their participation.

Please note that **due to** tight budgeting and room size constraints, the number of participants per association/company will be **strictly limited** to 5.

I have taken an option on a number of rooms for the nights of 4th and 5th September at the Radisson Blue hotel, which **is located** near Schiphol airport (see **attached information** for more details) and would like to have confirmation, as soon as possible, as to whether you and your participants will require a room for one or two nights.

Please **be informed** that, also due to budget limits, the seminar will be held in English without interpreters.

I look forward to hearing from you at your earliest convenience.

Kind regards,

Franz Heinrick

Activity to complete 33: e-mail 13

Hi Janet,

Further to our meeting on the 12th September, could you please **update me** on the current status of the project timelines?

During our meeting you said that you were waiting for Bill to send you the development timeline and that you were **working on** communication and planning documents (including timelines) for the project. I am currently working on the project for Asia and I **urgently need** these dates to initiate discussion with all of the countries involved. These timelines will be a **topic of discussion** on our weekly status conference call to **be held** on Wednesday at 10 a.m.

Your co-operation in getting this information as soon as possible is very **much appreciated**.

Thanks in advance.

Steve

Activity to complete 34: e-mail 15

Dear Ms Hudson,

(1) **With** reference (2) **to** your e-mail (3) **regarding** flight tickets online, I am writing to (4) **inform** you that your online account has now been successfully created.

Your credit card has been charged for the sum of £205.

Please be (5) **advised** that when you order tickets through your account you are entitled to 10% (6) **discount**.

Please find (7) **attached** the purchase invoice and the flight ticket that you ordered.

We apologise for our mistake and we would like to take this (8) **opportunity** to assure you it will not happen again.

(9) **Kind/Best** regards

Kevin Stone

