

WRITING EMAILS

based on BusinessResult Pre-intermediate, OUP, 2009 and English 365, Student's book 2, CUP,2005

Write the following email message (about 70 words):

You attend a course at the university and were given an assignment for next week, to give a presentation. But you will not be present for some reasons, so send the teacher an email, explain the situation and ask when you will be able to give the presentation instead of next week.

STRUCTURE

1. Opening and closing phrases

FORMAL		SEMI-FORMAL	INFORMAL
you do not know the name	you know the name		
<i>Dear Sir or Madam</i>	<i>Dear Mr Thomas</i> <i>Dear Dr Smith</i> <i>Dear Ms Green</i>	<i>Dear John</i> <i>Dear Olivia</i> <i>Dear All</i>	<i>Hi John</i> <i>John,</i>
<i>Yours faithfully(UK)</i> <i>Sincerely(US)</i>	<i>Regards</i> <i>Yours sincerely (UK)</i> <i>Sincerely (US)</i>	<i>Best regards</i> <i>Yours</i> <i>Thanks</i>	<i>Best wishes</i> <i>All the best</i> <i>Bye</i>

2. Polite beginning

saying thank you	reminder	introducing yourself
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3. Reason for writing

good news	bad news	apology	arrangement
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4. Request or action

5. Polite ending

Exercise 1: Place these sentences where they belong in the structure:

<p><i>I am writing regarding the Prague project.</i></p> <p><i>We spoke when you visited us in May.</i></p> <p><i>I am pleased to tell you that ...</i></p> <p><i>Can we discuss it tomorrow ?</i></p> <p><i>I hope this information will be helpful.</i></p> <p><i>Sorry about the ...</i></p>	<p><i>Could we arrange a meeting for Monday?</i></p> <p><i>I am working on the ... project.</i></p> <p><i>Thanks for your enquiry about our research.</i></p> <p><i>Unfortunately, ...</i></p> <p><i>I must apologize for ...</i></p> <p><i>Could you send the report to me, please?</i></p>
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Ex. 2: Complete these two messages with the missing phrases:

I am sorry to tell you
We must apologize for
The reason for this

This was due to
Please accept my apologies for
I can assure you that

We must
Unfortunately
We have good news about

Dear Mr Cole,

Thank you for your email. (1).....the poor service and late delivery. (2)technical problems. (3) production is now back to normal and we have sent you the goods today. If I can be of further assistance, please do not hesitate to contact me.

Best regards,
James Green

Dear Ms Schmidt,

(4)that we have to postpone our meeting next week. (5)is that one of my colleagues is unwell. (6) try to fix a new time for Monday or Tuesday next week. Please let me know which day is best for you.

Regards
Susanne Parker

Ex. 3: What are the informal ways of saying these?

Thank you *I would like to apologize for* *I would appreciate if you*

Would you happen to know *Unfortunately, I will not be able to* *I would rather not*

Examples of business correspondence: Can you identify the email structure in them?

Hello Paul and Frank,

I would like to ask you if you have any new data about the carbon unit and if you already know the date we can meet on in Brno.

Furthermore, we received information that German technicians are coming to set up the unit next week. Will you be there as well?

I patiently await your response.

Sincerely yours
Martin

Martin,

We have been waiting to get the samples of carbon so we can have more insight into the problem. We should finally get them this week. We are working with our engineering here along with the local university to analyze the carbon.

I will not be involved in the startup.

Frank and I will coordinate meeting times and forward to shortly.

Paul

Dear John,

I hope you are well. As we work towards the final quarter of the year, I am pleased to invite you to the next of our webinars on Customer Service best practice.

The webinar will take place on Monday 23rd November at 3.30pm CET and registration is free. Please access the following link to register. We will then send you your personalized login details.

If you have any questions please do not hesitate to contact me directly.

Many thanks and I hope to see you there,
Maria Almond

Go back to the beginning of the handout and look at your own email. Is it possible to make any changes or improvements in it?