

Business Email



Warm up

- How many emails do you roughly send and receive per day?
- Roughly what percentage of emails you receive are relevant to you?
- How many different email accounts do you have?
- How do you find writing emails in English?
- What are some common mistakes you see in Emails?
- When would you create an auto-response email?
- What is the difference between scam (phishing) emails and spam emails?
- Have you ever received a scam email?



1. Match the symbols below with the correct word:

1. !	2. “	3. &	4. ?	5. /	6. \
7. (8.)	9. ;	10. :	11. ,	12. -
13. _	14. #	15. *	16. .	17. %	18. ‘

Quotation mark/Inverted commas	Forward slash	Open bracket
Exclamation mark	Underscore	Percent
Apostrophe	Hash	Hyphen/dash
Asterisk/star	Comma	Semi colon
Question mark	Back slash	Closed Bracket
Ampersand	Colon	Point



2. Read the email rules. Do you agree or disagree? Discuss with your partner:

1. Do not use emojis. 😊
2. Never use abbreviations.
3. Avoid sarcasm.
4. Don't send emails over the weekend.
5. Avoid using the “Reply All” function when it isn't necessary.
6. Always reply within 24 hours.
7. Always have a clear subject line.
8. Do not use *caps in the subject line. (*CAPS or UPPERCASE and lowercase)



3. Read the following common email mistakes and fix them. The underline roughly indicates where the mistake is:

1. I would like to remember everyone about the meeting with the CEO this Friday.
2. I am writing about the financial report. Would you mind to send me the numbers from last quarter?
3. Peter isn't in the office at the moment. Do you wish me to leave a message?
4. I'm looking forward to see you next week.
5. We want to make sure everyone make a good impression.
6. Are you available for a meeting tomorrow between 5 and 6pm? We need to discuss about the Paris project.
7. The Swiss office said me that the reports won't be finished until the end of the week.
8. It's always a pleasure making business with you.
9. I'm agree that major changes need to be made if we are going to move forward with this project.
10. Mr. Jones will be in the office next Monday since 9:00am.
11. Thanks for sending me the schedule. It doesn't mind to me if I arrive in the morning or afternoon.
12. Thank you for the informations.
13. I am very interesting in the job vacancy you posted on your website.



4. Read the following commonly used phrases and explain the *phrasal verb*:

1. Phillip McDonald is *stepping down* as CEO.
2. I am afraid I need to *call off* next week's meeting.
3. I am afraid I need to *put off* the meeting to next week.
4. I spent all morning *dealing with* emails.
5. I am writing this email to *follow up* on our last phone call.
6. Just to inform you, Tom will be *taking over* the project as of next week.
7. The construction work was *carried out* by a local contractor.
8. Unfortunately, the contract with Paris *fell through*.
9. The board wants us to *cut back* on expenses.
10. We need to *sort this out* immediately!

