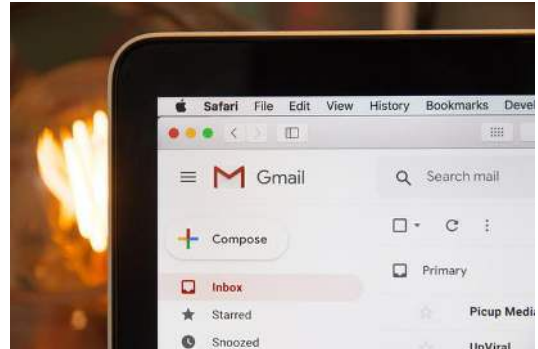


Business Email



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?
Spam emails try to sell you a product or service, phishing/scams try to get your personal information to carry out fraud or cyber attacks.
- 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	2	Forward slash	5	Open bracket	7
Exclamation mark	1	Underscore	13	Percent	17
Apostrophe	18	Hash	14	Hyphen/dash	12
Asterisk/star	15	Comma	11	Semi colon	9
Question mark	4	Back slash	6	Closed Bracket	8
Ampersand	3	Colon	10	Point	16



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.

I would like to remind everyone...

To remember is the opposite of *to forget*. *To remind* is the verb we use to make someone remember something.

2. I am writing about the financial report. Would you mind to send me the numbers from last quarter?

Would you mind sending...

Would you mind is always followed by a gerund. A gerund is a verb in the -ing form. For example: buying, selling, stealing etc. *Note: this has nothing to do with the Present Continuous.*

When verbs follow another verb the second verb needs to be in Gerund or Infinitive (to verb. For example: to buy, to sell, to steal etc.).

3. Peter isn't in the office at the moment. Do you wish me to leave a message?

Do you want me to...

Or

Would you like me to... (more formal)

4. I'm looking forward to see you next week.

I'm looking forward to seeing you...

I'm looking forward to is followed by the gerund.

Note: the word *to* is connected to the phrase *I am looking forward to* – not the verb.

5. We want to make sure everyone make a good impression.

Everyone makeS a good impression

Everyone, everybody, anyone, anybody is followed by the verb in third person singular.

6. Are you available for a meeting tomorrow between 5 and 6pm? We need to discuss about the Paris project.

Discuss the project or talk about the project

Discuss = talk about

7. The Swiss office said me that the reports won't be finished until the end of the week.

The Swiss office said that... or The Swiss office told me that...

To say something only focuses on the information being shared. The use of *to tell* is to point out who the information was given to in addition.

8. It's always a pleasure making business with you.

Pleasure doing business

9. I'm agree that major changes need to be made if we are going to move forward with this project.

I agree....

We never use the verb BE to say we agree with something or someone.

10. Mr. Jones will be in the office next Monday since 9:00am.

Monday at 9:00am, (giving the time of arrival)

Monday from 9:00am, (starting at 9 and continuing)

Monday by 9:00am. (no later than 9)

All three options work. However, since is a present perfect signal word and is not to be used in this context.

11. Thanks for sending me the schedule. It doesn't mind to me if I arrive in the morning or afternoon.

It doesn't matter to me... or I don't mind...

12. Thank you for the informations.

Information

Information is uncountable in English.

13. I am very interesting in the job vacancy you posted on your website.

I am very interested.

Adjectives ending in -ed (how I or someone else feels)

Adjectives ending in -ing (how I find someone or something)

For example: I am *bored* because English is *boring*.



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

1. Phillip McDonald is *stepping down* as CEO. **To resign from an important position.**

2. I am afraid I need to *call off* next week's meeting. **Cancel**

3. I am afraid I need to *put off* the meeting to next week. **Postpone**

4. I spent all morning *dealing with* emails. **Handling**

5. I am writing this email to *follow up* on our last phone call. **To continue from a previous point.**

6. Just to inform you, Tom will be *taking over* the project as of next week. **Leading**

7. The construction work was *carried out* by a local contractor. **Completed**

8. Unfortunately, the contract with Paris *fell through*. **To fail or stop suddenly**

9. The board wants us to *cut back* on expenses. **Reduce**

10. We need to *sort out* this out immediately! **Resolve/fix**

