

Business English 24: Emails



Warm up

- How important is email communication in the workplace?
- How many emails do you send per day?
- How often do you check your email?
- Do you usually send formal or informal emails?
- What kind of information do you usually include in your emails?
- Do you prefer email or face-to-face communication? Why?
- What are some common reasons for sending emails in a business?



1. Formal vs. informal English. Match the items.

Formal

1. Dear Ms. Calleja, *e*
2. I am writing to enquire about... *a*
3. I would appreciate it if you could... *d*
4. Sincerely, *b*
5. Looking forward to hearing from you soon. *c*

Informal

- a. I just wanted to ask you about...
- b. Best Regards,
- c. Hope to get a quick response.
- d. Can you...
- e. Hi Lorna,

1. What is the difference between *Mr*, *Ms*, *Mrs* and *Miss*? *Mr, Ms, Mrs, and Miss are English titles to address people. The difference is in how they refer to gender and marital status. "Mr" is for men, "Ms" is for all women married or single, "Mrs" is for married women, and "Miss" is for unmarried women.*

- Which of these three titles is most commonly used in business English when referring to women? *Ms.*

- Practice the different ways of saying them with your teacher.

*Mr. /mɪs' tər/
Ms. /mɪz/
Mrs. /mɪsɪz/
Miss /mɪs/*

2. What are some common phrases you use to open an email?

*Dear [Name],
Hello [Name],
Hi [Name],
Good morning/afternoon/evening [Name],
To whom it may concern,*

3. What are some common phrases you use to close an email?

*Yours sincerely,
Sincerely,
Warm wishes,
Yours faithfully,
Kind Regards,
Best Regards,
Best,
Best wishes,
Cheers,*



2. Match the closing statements to the definitions which are also in order of formality.

Kind/Best Regards,	Your sincerely,	Cheers,
Best,	Regards,	Best wishes,
<i>Yours Sincerely,</i>	Used in formal business. When writing to someone you have not met before or in more official situations.	
<i>Kind/Best regards,</i>	Often used in business emails to be politeness and formal.	
<i>Regards,</i>	Less formal version of "Best Regards." but still used in business emails.	
<i>Best,</i>	A shortened form of "Best Regards" and often used in business emails between colleagues or someone you have met before.	
<i>Best wishes,</i>	Often used in friendly or informal business emails. Used with colleagues or other people you have a positive relationship with.	
<i>Cheers,</i>	Used in informal or friendly contexts. Used with very familiar colleagues or in informal business settings.	



3. Match the vocabulary below with their definitions.

- | | | |
|------------------|----------|--|
| 1. to enquire | <i>d</i> | a. Help or support given to someone. |
| 2. assistance | <i>a</i> | b. The time or dates something must be completed. |
| 3. deadline | <i>b</i> | c. To be thankful for something. |
| 4. to appreciate | <i>c</i> | d. To ask for information or seek clarification about something. |



4. Complete the email with the vocabulary from the box.

enquire Kind regards, appreciate forward dear

_____ *Dear* _____ Ms. Calleja,

I am writing to _____ *enquire* _____ about your company's products and services. I saw your website and I am interested in learning more.

I would _____ *appreciate* _____ it if you could send me information about your products/services, pricing, and any special offers available. I am very interested in understanding how your products can meet the needs of my business.

I look _____ *forward* _____ to hearing from you.

_____ *Kind regards* _____ ,

Mr. DeMarco

Making requests

Modal verbs are used for different things, including making requests. Here are some examples of modal verbs can, could, may and would being used to make requests:

Can you help me with this task, please?

- This is a polite way of asking for assistance or support.

Could you please send me the report by tomorrow?

- *Could* is a more polite form of "can" when making requests.

May I use your computer for a moment?

- *May* is a formal and polite way to ask for permission.



5. Fill in the gaps with the correct modal verb. More than one answer might be possible.



Please emphasize to the students that there is a lot of flexibility in the use of these modal verbs, and it's important to consider the different tones and nuances each verb brings to the sentence.

1. __ *Could* _____ you please send me the meeting agenda?
2. ____ *Can* _____ I have an extension on the deadline for the report?
3. ____ *May/Can* _____ I use your laptop for a presentation?
4. _ *Could/Can* _____ you provide me with more information about the training program?
5. __ *Can/Could* _____ you let me know if the meeting time can be changed?
6. _ *Can/Could* _____ you help me proofread this document?
7. ____ *Could* _____ you assist me in preparing the budget proposal?
8. ____ *Can* _____ you please pass me the stapler?
9. _ *Can* _____ I borrow your pen for a moment?
10. ____ *Can/Could/May* _____ you turn off the lights when you leave the room?
11. ____ *Could* _____ you lend me some money until payday?
12. __ *Can* _____ I have a glass of water, please?
13. ____ *Could* _____ you open the window? It's getting hot in here.
14. __ *May/Could* _____ I have a moment of your time to discuss a project?
15. __ *Can* _____ you give me some advice on how to improve my presentation?



6. Read the email below and answer the following questions.

Subject: Training Opportunities

Dear Ms. Johnson,

I hope this email finds you well. I am the HR manager at *BonTech*, an IT consulting company. I am writing to enquire about training opportunities available at your company.

I visited your website and found the training on offer very interesting and useful for our company. Could you give me more information about the upcoming training programs, including the topics, how long they are, and how to join? We are particularly interested in improving our project management and communication skills. Many of our employees are dedicated to assisting customers with technical issues.

BonTech is happy to invest in professional development, and any cost-saving opportunities are greatly appreciated. May I ask if there are any discounts or special offers available for business clients?

I look forward to hearing from you and feel free to contact me if you have questions.

Sincerely,

Kate Gambin

1. What does Kate Gambin do? *Kate Gambin is the HR manager at BonTech, an IT consulting company.*
2. What is the reason for the email? *The reason for the email is to enquire about training opportunities available at the recipient's company.*
3. What areas does the company want to improve and why? *The company wants to improve their project management and communication skills because many employees are dedicated to assisting customers with technical issues.*
4. What does Kate ask for at the end of the email? *Kate asks for more information about the upcoming training programs, including the topics, duration, and how to join. She also asks if there are any discounts or special offers available for business clients.*
5. How does Kate end the email? *Kate ends the email with "Sincerely, Kate Gambin."*



6. Read the instructions below and write an email.

You work in the HR department of *PRA solutions*, a law firm in London. You are in charge of planning the company's Christmas party and you need to find a location that serves food and drink. You must write a formal email to *Celebrations Unlimited* to enquire about what they offer and the price. Include the following information in your email:

- *Your name*
- *Your company name*
- *The preferred date for the Christmas party: 12th December*
- *Number of people: 63*
- *Number of vegans: 5*
- *Budget: €6500*



Subject: