

Professional Emails

To not have an email address is the equivalent of being homeless. Without it you can't shop online, bank online or engage with social media. – Dela Quist



Warm up

- Do you agree with the quote above?
- How often do you use email for personal or professional communication?
- In what situations do you prefer sending an email rather than using phone calls?
- Do you think email etiquette varies from one country or culture to another? Can you share any examples?
- Have you noticed any differences in email writing styles between different generations?
- How do you manage your email inbox effectively to stay organized and avoid missing important messages?
- What is the difference between *Miss*, *Mrs*, and *Ms*?



1. Create two lists of opening and closing email phrases.

- Arrange them in order of formality
- Consider if you are writing to one person or more, and if you know their name or not.

Opening phrases	Closing phrases



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

Subject: Rescheduling of Project Review Meeting

Dear all,

I hope this email finds you well. I am writing to let you know about a change in the date and time of our upcoming project review meeting, which was initially scheduled for May 13th at 2:30 pm. Due to unforeseen circumstances, we need to make an adjustment to ensure that all key team members can attend.

The new date and time for the project review meeting will be May 24th at 3:00pm. We understand that this change may affect your schedule, and we sincerely apologize for any inconvenience this might cause.

I would like to reassure you that this decision was made according to what you asked for during our previous discussion about the availability of all stakeholders. We highly value your input and want to ensure that this meeting is productive for everyone involved.

In light of recent developments, the project has made significant progress. The acquisition of new resources has enhanced our capabilities, enabling us to proceed more efficiently. This change in the meeting schedule aligns with our commitment to delivering the project on time and exceeding expectations.

Once again, we are thankful for your cooperation. Sorry for any disruption this change may bring. If you have questions about the new schedule or any concerns, please feel free to ask for clarification. We are confident that this new schedule will help us to start moving forward more effectively.

Best regards,

James Mcann

1. What is the purpose of the email?
2. Why was the change in the meeting schedule necessary?
3. How does the email express understanding of the recipients' schedules?
4. What recent developments in the project are mentioned?



3. Match the formal terms below with the less formal versions.

to request to inquire however regarding to reschedule to apologise to appreciate
 to inform to advise to obtain to provide to regret to initiate as per your request

1. to let know or notify	_____
2. to be thankful for	_____
3. about	_____
4. ask for	_____
5. get or acquire	_____
6. change the date/time	_____
7. according to what you asked for	_____
8. say sorry	_____
9. to start	_____
10. ask about	_____
11. to offer	_____
12. recommend or suggest	_____
13. to feel sorry	_____
14. but	_____

Compared to other languages, English offers notable flexibility in terms of formality. Formal English often involves complex vocabulary and phrases, which, while fitting in some instances, might be unnecessarily more difficult to read in others, especially in business contexts. Simpler language can often be clearer.



4. What is the noun form of the following verbs.

1. to request - _____
2. to inquire - _____
3. to reschedule - _____
4. to apologize - _____
5. to appreciate - _____
6. to inform - _____
7. to advise - _____
8. to obtain - _____
9. to provide - _____
10. to regret - _____
11. to initiate - _____



Email subject lines are commonly written with nouns rather than verbs. Using nouns in subject lines tends to be more concise and direct, which helps recipients quickly understand the topic or purpose of the email. Nouns provide a clear snapshot of the content and context, making it easier for recipients to decide whether to open the email.



5. Write subject lines for these email scenarios using the nouns from the previous exercise if possible.

You need to ask your supervisor for an extension on a project deadline.

Subject: Extension Request for Project Deadline

1. You want to know more about the upcoming team-building event.

Subject:

2. Due to unexpected circumstances, you need to change the time of a scheduled meeting.

Subject:

3. You made an error in an email to a client and need to acknowledge it.

Subject:

4. You have updates regarding the upcoming office relocation.

Subject:

5. A friend has asked for advice on choosing a new laptop.

Subject:

6. You need permission to access a specific file on the shared drive.

Subject:

7. Scenario: You're proposing a new project idea to your department.

Subject:

8. Your team made a mistake that resulted in a delay for a project.

Subject:



6. Choose one of the scenarios below or think of your own and write an email.

1. Requesting a Project Extension
2. Asking for Information about a team-building event
3. Acknowledging an error in an email to a client
4. Sharing updates about an office relocation



Subject: