

## 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*?  
*Miss: Unmarried woman or girl. Mrs: Married woman. Ms: Marital status unknown or undisclosed. It is recommended to use Ms in professional settings.*



### 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
<p><i>Hey [Name],</i>  <i>Hi [Name],</i>  <i>Hello [Name],</i>  <i>Dear [Name],</i>  <i>To Whom It May Concern</i></p> <p><u><i>When you don't know the name:</i></u>  <i>Hello,</i>  <i>Hello everyone,</i>  <i>Hi Team,</i>  <i>Dear Team,</i></p>	<p><i>Take care,</i>  <i>Talk to you soon,</i>  <i>Best,</i>  <i>Cheers,</i>  <i>Yours,</i>  <i>Regards,</i>  <i>Kind regards,</i>  <i>Warm regards,</i>  <i>Sincerely,</i>  <i>Yours faithfully (used with "To Whom It May Concern")</i></p>



## 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 24<sup>th</sup> 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

What is the purpose of the email? *The purpose of the email is to inform recipients about a change in the date and time of an upcoming project review meeting.*

Why was the change in the meeting schedule necessary? *The change in the meeting schedule was necessary due to unforeseen circumstances and to ensure the attendance of key team members.*

How does the email express understanding of the recipients' schedules? *The email expresses understanding of the recipients' schedules by acknowledging that the change might affect their schedule and apologizing for any inconvenience.*

What recent developments in the project are mentioned? *The email mentions that the project has made significant progress and has acquired new resources, enhancing capabilities for more efficient progress.*



### 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	<i>to inform</i>
2. to be thankful for	<i>to appreciate</i>
3. about	<i>regarding</i>
4. ask for	<i>to request</i>
5. get or acquire	<i>to obtain</i>
6. change the date/time	<i>to reschedule</i>
7. according to what you asked for	<i>as per your request</i>
8. say sorry	<i>to apologise</i>
9. to start	<i>to initiate</i>
10. ask about	<i>to inquire</i>
11. to offer	<i>to provide</i>
12. recommend or suggest	<i>to advise</i>
13. To feel sorry	<i>to regret</i>
14. but	<i>however</i>

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 - *request*
2. to inquire - *inquiry*
3. to reschedule - *rescheduling*
4. to apologize - *apology*
5. to appreciate - *appreciation*
6. to inform - *information*
7. to advise - *advice*
8. to obtain - *obtainment*
9. to provide - *provision*
10. to regret - *regret*
11. to initiate - *initiation*



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 the email scenarios using the nouns.



*Note to teacher: Answers may vary*

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

**Subject Line: Extension Request for Project Deadline**

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

*Subject Line: Inquiry about Team-Building Event Details*

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

*Subject Line: Meeting Rescheduling Request*

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

*Subject Line: Apology for Email Mistake*

4. You have updates regarding the upcoming office relocation.

*Subject Line: Important Office Relocation Information*

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

*Subject Line: Providing Laptop Selection Advice*

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

*Subject Line: Request for Obtaining File Access*

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

*Subject Line: Project Initiative*

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

*Subject Line: Apology for Project Delay Due to Team Error*



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: