

Email Writing Workbook

Cameron Jones

Example Salutations

| | |
|---|---|
| <ul style="list-style-type: none"> ■ Rank the following salutations in level of formality on a scale of 1 -5. ■ 5 is the most formal, 1 is the least formal. ■ You can use the same number more than once. | <ul style="list-style-type: none"> _ Dear Mr. Chan, _ Dear Elizabeth, _ Hello Ms. Mohammed. _ Dear colleagues, _ Hi Mansoor, _ [Person's name only] Thomas, _ (No salutation. Just begin the email) _ Hello everyone! |
|---|---|

Example Closes

| | |
|---|--|
| <ul style="list-style-type: none"> ■ Rank the following close in level of formality on a scale of 1 -5. ■ 5 is the most formal, 1 is the least formal. ■ You can use the same number more than once. | <ul style="list-style-type: none"> _ Yours sincerely, _ Cheers, _ Thanks! _ Sincerely, _ Regards, _ [Name only] Angela |
|---|--|

Characteristics of Informal and Professional English

| Informal | Professional |
|---|--|
| Makes the assumption that you have a close <u>personal</u> relationship with the person you're talking to | Understands that your relationship is mostly <u>professional</u> , and that is the image you are trying to communicate |
| Uses slang and casual language like "you guys", "super", "wow" | Uses neutral or formal language, like "all staff members", "very", "impressive" |
| Uses casual salutations and closes | Uses more formal or <u>appropriate</u> salutations and closes |
| Uses sentence fragments: "Hope to hear from you", "Good news!" | Uses complete sentences, with a subject and a verb: "I hope to hear from you soon." |
| Shares personal information | Communicates only what the other party needs to know |
| Uses CAPITAL letters for emphasis | Uses a bigger vocabulary and strong adjectives / adverbs like "extremely", "quite", "sincerely", or "significant(ly)" |

Change the following from informal English into formal English

| Informal | Formal |
|--|--|
| Can you send me the minutes from yesterday's meeting? | <i>I was wondering if you could please provide me with the minutes from yesterday's meeting? or Could you please provide me with the minutes from yesterday's meeting when you get a chance?</i> |
| Sorry, I can't make it tomorrow. | |
| See you next week. | |
| Don't forget to make sure all the participants sign in at the door. | |
| I'm sorry to tell you that our facilities are not available next week. | |
| About the information you wanted, unfortunately we cannot provide it to you. | |

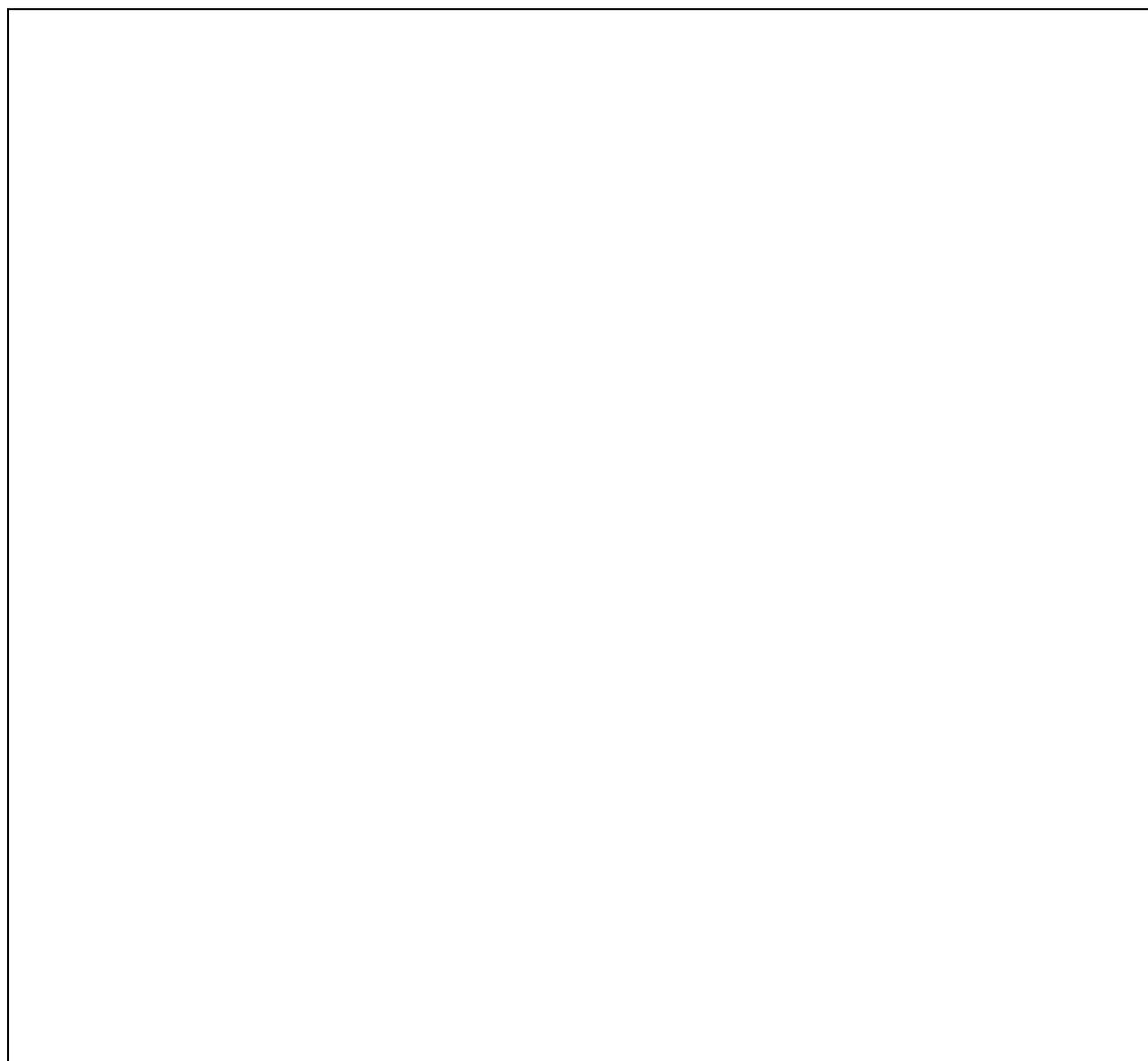
With a partner, re-write this email using professional English

Hey everyone. Great news! We all received REALLY good feedback for our event yesterday. Participants said they thought everyone was very helpful. I just want to thank you guys for your hard work.

Also, there are some people that still haven't given us back the keys from last week.

Lastly I wanted to let you know that my wife is undergoing surgery next week, so I will be away until Thursday.

David



Provide a Subject Line for Each of the Following Email Excerpts

Subject: _____

Just a reminder about tomorrow's event at 6:30 PM. Please make sure to order all the food exactly two hours before the event begins.

Subject: _____

Due to a scheduling conflict, tomorrow's meeting is going to be postponed from 2:30 to 3:30. Thank you for your understanding!

Subject: _____

Therefore, I am wondering whether your facilities will be available for event next April? Our event will take place on April 12, from 2 – 4 PM, and we are expecting approximately 300 guests.

Subject: _____

In order to facilitate a smooth event, could you please provide us one week in advance with your PowerPoint and a copy of any other materials you plan to use?

Sample Email

Source: <http://writingcenter.unc.edu/handouts/effective-e-mail-communication/>

Version 1 of Jane Doe's E-mail:

Subject: tomorrow

As you know, tomorrow afternoon we'll be meeting to discuss the status of all of our current projects. Donuts will be provided. Be sure to arrive on time and bring along the materials you have been working on this week—bring enough copies for everyone. Some of these materials might include your calendars, reports, and any important e-mails you have sent. Also, I wanted to remind you that your parking permit requests are due later this week; you should turn those in to Ms. Jones, and if she is not at her desk when you stop by, you can e-mail them to her.

Version 2 of Jane Doe's E-mail:

Subject: materials for Wed. staff meeting

Hello everyone,

For tomorrow's 3 p.m. staff meeting in the conference room, please bring 15 copies of the following materials:

- Your project calendar
- A one-page report describing your progress so far
- A list of goals for the next month
- Copies of any progress report messages you have sent to clients this past month

Finally, keep in mind that your parking permit requests are due later this week. You should turn those in to Ms. Jones, and if she is not at her desk when you stop by, you can e-mail them to her.

See you tomorrow,

Jane

Email Writing Roleplay¹

- An email to a colleague giving news about a work project:
 - *Ideas: progress of the project so far; problems and possible solutions; any budget or staffing problems; likely outcome, any other ideas you have*
- An email to a colleague giving news about a meeting:
 - *Ideas: the date has been changed; the agenda has been changed; there is some important new information, any other ideas you have*

¹ Adapted from *Email English*, by Paul Emmerson, © Macmillan Publishers Limited 2004.

COMMON PHRASE GUIDE

Attachments

- “Please find attached the 2015 wage summary report”
- “I am enclosing a copy of the report with this email for your perusal.”
- “Enclosed with this email you will find a copy of your 2015 tax return.”
- “Attached is the agenda for Thursday’s meeting, as per your request.”

Making Requests

- Could you please provide us with more detailed information so that we can discuss it and get back to you?”
- “Would it be possible to meet and discuss this issue, perhaps by this Friday?”
- “Would you be able to give us a copy of your report from yesterday's presentation?”
- “I am looking for more information regarding our 2015 Mexican sales numbers, and I am wondering if you would be able to provide this to us?”

Levels of Politeness when Making Requests

| | |
|-------------------|---|
| very polite | <i>I would be grateful if you could send me ... I would appreciate if you could ...</i> |
| Polite | <i>Could you please ... ? Could you send me ... , please?</i> |
| polite but direct | <i>Could you send me ... ? Would you be able to ... ?</i> |
| more direct | <i>Please send me ... Please meet me ...</i> |

Common Phrases for Concluding an Email

- “I am hoping to hear from you at your earliest convenience.”
- “Please have a look over the attached recruitment poster and let me know your feedback.”
- “I look forward to hearing from you.”
- “Please let me know if you have any questions about this email.”
- “Thank you for your support!”

Common Mistakes²

Underline the correct or most appropriate word.

EMAIL 1

I am writing with (1) *connection/reference/regarding* to our telephone conversation this morning about your order 7895LG. I must (2) *regret/apologise/sorry* for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) *arrive/reach/deliver* you within 10 working days. We have taken special (4) *care/attention/caution* to make sure that the items are exactly as you requested.

Once again, please (5) *take/have/accept* our apologies. If you have any further questions, do not (6) *stop/fail/hesitate* to contact me again.

EMAIL 2

I was (1) *sorry/unhappy/afraid* to hear about the damage to the products that you received this morning. However, I am (2) *afraid/apologise/regret* that we cannot (3) *accept/except/have* responsibility in this (4) *topic/material/matter*. All our products are (5) *controlled/checked/looked* very carefully before leaving the factory, and the damage in this case must have been caused in transit. I (6) *propose/suggest/tell* that you contact the shipping company directly about possible compensation.

In the meantime, we can ship the same order to you again, if it would help. If you give us a firm instruction to do so (7) *until/by/within* the next few days, it should reach you (8) *until/by/within* the end of the month.

EMAIL 3

I am writing to you (1) *affecting/connecting/concerning* the meeting that we (2) *combined/appointed/arranged* for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (3) *cancel/postpone/schedule* the meeting until next week? I can make any time Wednesday or Thursday.

I apologise for any (4) *disadvantage/inconvenience/unfortunate* this may cause, and I (5) *look forward/wait/anticipate* to (6) *hear/hearing/know* from you.

² Adapted from *Email English*, by Paul Emmerson, © Macmillan Publishers Limited 2004

Final Exercise: Arranging a Meeting³

You are going to write two emails: the first trying to arrange a meeting; the second responding to somebody else who is trying to meet with you.

EMAIL 1

Write to a representative of another organization to arrange a meeting.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your organization? What services do you offer?
- What is the meeting about? Why is it happening?
- Who are you writing to? Why do they need to be at the meeting?
- What day, time and place will you suggest? (e.g. your own office)
- Do you need to include a reference to where your organization is, or how to find it?
- Do you need to include a reference to how they will get to the meeting? (e.g. pickup)
- Do you want them to take any action before the meeting? *Ideas:* bring something; prepare something; tell you about possible agenda items.
- Ask for a quick reply.

Now write the email.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

³ Adapted from *Email English*, by Paul Emmerson, © Macmillan Publishers Limited 2004

Email 1

From: me@abcorg.com

To: you@xyzorg.com

Subject: _____

EMAIL 2

Exchange emails with a different partner. Write a reply to the email you receive.

Some ideas are given below, but adapt and change them as you wish.

- Thank them for their email.
- Agree that the meeting is important.
- Say that the time is not good for you, and suggest an alternative.
- Apologise for any inconvenience caused (if appropriate).
- Say that you will call them to finalise the arrangements.
- Respond to any other points in the email you received.

From: you@xyzorg.com

To: me@abcorg.com

Subject: _____