

Handout 2 - Language Focus

We want to be professional and polite when we write e-mails at work, so there are some things that we need to remember.

Hi Barbara,

As you missed the last department meeting, I **am writing** to let you know about arrangements for next week's marketing meeting. It **starts** at 10:00 on Tuesday.

Donna Wells from head office **is coming** to speak to us. I will meet her at the station at 9:00.

Just like last year, we **are going** to serve coffee and cakes from around 9:45. How about getting the cakes from that nice shop near the office? Let's make sure we show Donna what a friendly department we are. **Could** you help her get ready for her talk? **There is** a big screen in the meeting room, so she just needs to bring her slides.

I am worried that Donna **might** get a bit **tired** in the afternoon, and she has a long trip back to head office, so why don't we try to finish early?

Please let me know if you are happy with these arrangements. I am really looking forward to Tuesday - I have heard great things about Donna, so I think it is **going** to be really **interesting**.

Kind regards,

Alexis

Find underlined phrases in the email that match these functions and write them in the space. Read the extra information about each one.

Greeting the person that you are writing to: _____ 1

- For a more informal e-mail, use only first names. Include a comma. You can also use these phrases: Dear Barbara, / Hello Barbara,
- For more formal emails, perhaps to a customer or to someone you have never met, use a title and the last name: Dear Mr. Jones, / Dear Ms. Webster,

Opening the e-mail: _____ 2

- This often refers to a recent event at work or to the last time you had contact (or were planning to have contact) with this person. This might be an e-mail, phone call, or face-to-face meeting.
- You can also use these phrases: Thank you for your e-mail. / It was good to talk to you the other day. / I enjoyed meeting you last week. / Following our meeting on March 5th, ...

Reason for writing: _____ 3

- This is a very important point to include. You can also use these phrases: I just wanted to check/confirm something with you. / I would like to ask you about ...
- Note: in this context *just* makes the reason seem less important and makes the writer sound more polite.

Call to action: _____ 4

- This is also very important because it lets the other person know what they need to do next. You can also use these phrases: Could you confirm how you would like to move forward? / Send me the details as soon as you can. / Please let me know the outcome of the meeting.
- Sometimes the next action comes from the sender: I will let you know what the customer says. / I will keep you updated.

Closing the e-mail: _____ 5

- This refers to a future event and shows that you have finished the e-mail.
- Remember that the phrasal verb *look forward to* is always followed by a noun (including gerunds, or *verb + -ing*), so you can also say: I am looking forward to **speaking** to you / **reading** your report / **hearing** the outcome.

Signing the e-mail: _____ 6

- For more informal e-mail, use only first names. Include a comma. You can also use these phrases: Best wishes, Alexis / Regards, Alexis / All the best, Alexis
- For more formal e-mails: Sincerely, Alexis Matthews