**Student’s Worksheet 1**

**Exercise 1**

1. In a business context, who might you send emails to and receive emails from?
2. How many emails do you think an average office worker receives on a typical day at work?

**Exercise 2**

**Complete this short text giving advice on email-writing using the words in the box below**.

|  |
| --- |
| Emails should be professional, but **1**. \_\_\_\_\_\_\_\_\_ . Emails which are too long risk being ignored. There needs to be a reason, or **2.** \_\_\_\_\_\_, for writing, which should be clearly stated. The writer needs to be aware of their 3. \_\_\_\_, the person they are writing to, because this will determine the style of the email and how **4.** \_\_\_\_\_\_\_ it should be. Emails should begin with some kind of **5.** \_\_\_\_\_\_\_\_\_ and an opening comment which connects the writer with the reader. At the end of the email, there should be some reference to the next **6.** \_\_\_\_\_\_\_\_\_, such as requesting a reply or some action, offering help or information or arranging a meeting or some other further contact. |

|  |
| --- |
| step brief formal audience greeting purpose |

**Student’s Worksheet 2**

**Put the email opening and closing comments into the table below.**

|  |  |  |
| --- | --- | --- |
|  | **Opening comments** | **Closing comments** |
| **More formal** |  |  |
| **Less formal** |  |  |

*I’ll be in touch.*

*Just a quick note to say the order arrived on time.*

*I’d appreciate your feedback as soon as possible.*

*I’ll get back to you by the end of the day.*

*Thank you for your time.*

*As discussed at our meeting, I am pleased to send details of our current pricing.*

*I appreciate you taking the time to contact me.*

*Can you take care of this?*

*Thanks for getting in touch.*

*Let me know when you are free to discuss this.*

*I look forward to your response.*

**Student’s Worksheet 3**

**Underline the expressions below which:**

* **connect the writer with the reader**
* **communicate the next steps**

|  |
| --- |
| Hi Sandi,Thanks for sorting out the problems with the layout of the price lists. They should be fine to go to print now but I just need to get my director’s approval on this. He’s in the office tomorrow, so I’ll be in touch once I’ve spoken to him. |

**Student’s Worksheet 4**

**Linguaskill Business Sample Task**

**For this question, choose the correct answer.**

|  |  |  |  |
| --- | --- | --- | --- |
| **1** | **To:** Sandi, Print Department**From:** Manfred, Sales Manager Hi Sandi,Thanks for sorting out the problems with the layout of the price lists. They should be fine to go to print now but I just need to get my director’s approval on this. He’s in the office tomorrow, so I’ll be in touch once I’ve spoken to him. | **A****B****C** | Sandi needs to print the price lists for Manfred’s boss by tomorrow morning.Sandi has brought a problem with the price lists to Manfred’s attention.Sandi should wait to hear from Manfred again before she prints the price lists. |