

EMAIL WRITING

Name: _____

PUNCTUATION

A **full stop** (.) is used at the end of a sentence.

A **comma** (,) is used:

- like a brief pause in speech, to make the sentence easier to read.
- to separate words in a list (except for the last two items where we use *and*).
- after many linking words that come at the beginning of a sentence (like *however*).

Capital letters (also called ‘upper case’ letters) are used:

- to begin a sentence.
- for names of people, places, events and organisations.
- for job titles.
- for nationalities and languages.
- for calendar information like days, months, etc...

A **colon** (:) is used to introduce items in a list.

A **semi-colon** (;) is used:

- to separate long items in a list, particularly if there are commas inside some items.
- To join two sentences with a related meaning.

TENSES

Present Simple	Present Continuous	Present Perfect	Past Simple
Always	At the moment	Already	Ago
Often	Currently	Always	Always
Never	Now	Often	Often
Every day	Nowadays	Never	Never
From time to time	These days	Ever	Every day
Now		Just	From time to time
Nowadays		Not yet	In the nineties
Once a year		Over the last few days	Last week
These days		Recently	Yesterday
		So far this year	
		Up to now	

Note:

Remember that some verbs are **not normally used in a continuous form**. These include verbs of thinking (*doubt, know, understand*), the senses (*see, appear*), feelings (*like, want, hope*),

ABBREVIATIONS

ect. _____

i.e. _____

NB _____

RSVP _____

e.g. _____

c/o _____

enc. _____

PS _____

asap _____

ext. _____

FYI _____

BTW _____

Note:

Remember: writing in capital letters is the equivalent of SHOUTING, and should be avoided unless you intend to convey excitement. Ex: “WE WON !!!”

Examples:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

STARTING YOUR EMAIL

Dear Mr/Mrs/Ms Dupuis

Dear Paul

Dear all

PREVIOUS CONTACT

Thank you for your email of + date

Further to your last email, ...

I apologise for not getting in contact with you before now.

REASON FOR WRITING

I am writing in connection with ...

I am writing with regard to ...

In reply to your email, here are...

Your name was given to me by ...

Please note that ...

GIVING INFORMATION

I'm writing to let you know that...

We are able to confirm that...

Please give / pay special attention to...

I am delighted to tell you that...

We regret to inform you that...

ATTACHMENTS

Please find attached / enclosed my report. Let me know what you think.

I'm sending you ... as a pdf. file.

I've forwarded the report to your assistant.

ASKING FOR INFORMATION

Could you give me some information about ...

I would like to know ...

I'm interested in receiving/finding out ...

REQUESTS

I'd be grateful if you could ...

Do you think I could have ...?

Thank you for your help in this matter.

PROMISING ACTION

I will ...

I'll investigate the matter.

I will contact you again shortly.

OFFERING HELP

Would you like me to ...?

If you wish, I'll be happy to ...

Let me know whether/if you would like me to ...

ARRANGING A MEETING

What time would be convenient for you?

Are you free sometime next week?

Yes, I think I should be able to make next Friday morning.

I'm afraid I'm busy / tied up all day next Tuesday.

Sorry, I've already got an appointment on that day.

How about Tuesday morning as an alternative?

Would you object if we put the meeting off to the following week?

I am very sorry for any inconvenience caused.

ASKING FOR PAYMENT

I wish to draw your attention to my two previous emails.

There is an overdue payment on your account.

We are concerned that the matter has not yet received your attention.

This situation cannot be allowed to continue.

We must urge you to take immediate action to settle your account.

We have still not received payment for the outstanding sum.

We shall have no alternative but to take legal action to recover the money.

We would appreciate your cooperation in resolving this matter.

COMPLAINTS

I am writing in connection with the negative attitude of a member of your staff.

I hope that you will deal with this matter promptly as it is causing me considerable inconvenience.

The report I asked for has still not been sent, despite my phone call to you last week to say that it is needed urgently.

Although you advertise yourself as a top-quality brand, the product I received was well below the standards I expected.

I am writing to draw your attention to a problem in your customer service section.

I would appreciate it if the faulty goods could be replaced as soon as possible.

I wish to complain in the strongest possible terms about the treatment I received from a member of your staff.

I believe that I am entitled to an immediate replacement.

I am writing to express my strong dissatisfaction with the goods I received this morning.

I insist on a full refund, otherwise I will be forced to take the matter further.

APOLOGIES

I am writing on behalf of ABC Products in relation to your recent complaint.

I was very concerned to learn about the problems you experienced with...and the unprofessional conduct of our sales staff.

Please accept my sincere apologies for everything that happened and thank you for bringing it to my attention.

You have my assurance that I will resolve the matter to your satisfaction.

REPORTS: KEY PHRASES

As requested at the board meeting of + date, here is my report.

The purpose of the report is to suggest ways to...

The report will discuss/consider/describe/analyse/review...

The report is based on the figures sent to me by different departments.

I have divided the report into three sections.

As can be seen in table 1, demand has been falling.

This has led to a situation where....

The findings/figures/results/investigations show that...

As mentioned above...

I suggest that...

My specific recommendations are as follows;...

Please have a look at the full report and let me have your comments.

Your comments will be circulated in time for the next meeting.

Please feel free to contact me if you have any questions.

FINAL COMMENTS

Thank you for your help.

Do not hesitate to contact us again if you require any further information.

Please feel free to contact me if you have any questions. My direct line is ...

Let me know if you need anything else.

CLOSING

I am looking forward to + verb ing

Best regards.

Regards.

Speak to you soon.

See you soon.

EMAILING

Rewrite the sentences below in the correct word order, beginning as shown.

1- I'm writing our appointment 6 June on Tuesday to confirm.

I'm _____

2- Unfortunately, I will make the meeting not be able to on 6 June Tuesday.

Unfortunately, _____

3- You has been accepted your application will be pleased to hear that.

You _____

4- We inform you regret to that your application has been not successful.

We _____

5- Bad afraid news I'm about next weekend our trip.

Bad _____

6- Here's the project on an update.

Here's _____

Complete the table below with the words from the box.

<i>Alternatively</i>	<i>e.g.</i>	<i>Finally</i>	<i>For instance</i>	<i>Instead of</i>	<i>Moreover</i>	<i>Nevertheless</i>
<i>On another point</i>	<i>On the other hand</i>	<i>On the whole</i>	<i>Usually</i>	<i>Above all</i>	<i>Secondly</i>	
<i>As a matter of fact</i>	<i>For this reason</i>	<i>i.e.</i>	<i>In particular</i>	<i>Obviously</i>	<i>Of course</i>	
<i>Regarding</i>	<i>That is to say</i>	<i>Therefore</i>	<i>With reference to</i>	<i>Actually</i>		

Showing a sequence:	Firstly	_____ <i>Secondly</i> _____	_____ <i>Finally</i> _____
Talking generally:	In general	_____	_____
Rephrasing in a different way:	In other words	_____	_____
Introducing a new topic:	In relation to	_____	_____
Giving an example:	For example	_____	_____
Saying something is obvious:	Clearly	_____	_____
Giving the most important point:	Especially	_____	_____
Giving a result/consequence:	As a result	_____	_____
Adding another point:	In addition	_____	_____
Saying what the real situation is:	In fact	_____	_____
Giving an alternative:	Either...or	_____	_____
Making a contrast:	However	_____	_____

EMAILING

Look at the words and phrase in italics. In each case *two are natural but one is not*. Cross out the word or phrase that is not natural. The symbol Ø means no word.

1 What time would *be convenient for* / ~~*be convenient*~~ / *suit* you?

2 Are you free *sometime* / *anytime* / *one time* next week?

3 Could you meet Mr Dupont *on* / *at* / Ø Thursday *during* / *on* / *in* the afternoon? Perhaps *on* / *at* / Ø 3 pm?

4 Yes, I think Mr Dupont *shall* / *should* / *would* be able to make next Friday morning.

5 I'll *email* / *return to* / *get back to* you later today to confirm.

6 I'm out of the office *for* / *until* / *till* 2pm on Tuesday. Anytime after that *could be* / *is* / *would be* fine.

7 I'm afraid Mr Dupont is *busy* / *occupied* / *tied up* all day next Wednesday.

8 *Pardon me* / *Sorry* / *I'm afraid* he will not be able to *make* / *control* / *manage* it on that day.

9 *What about* / *What if* / *How about* Thursday *instead* / *in place of* / *as an alternative*?

10 Would you *mind* / *matter* / *object* if we put the meeting *back* / *off* / *away* to the following week?

11 I *am very sorry* / *regret again* / *apologise again* for any inconvenience caused.

12 I look forward to *see* / *seeing* / *speaking to* you next week.

13 Give me a *call* / *telephone* / *ring* if you have any problems.

Translate the following paying particular attention to the words which are highlighted.

1-Le paiement sera effectué **avant la fin du mois**.

2-Les confirmations doivent être envoyées **le 15 juillet au plus tard**.

3-J'ai réservé **il y a deux jours**.

4-Nous vous contacterons **dès que** nous aurons reçu les documents manquants.

5-Je vous enverrai les modifications **après-demain**.

6-Nous en avons besoin **le plus rapidement possible**.

7-Les formulaires ont été postés il y a **plus de deux semaines**.

8-La réunion a été reportée **à la fin de la semaine prochaine**.

9-Je suis en train de travailler sur les formations **du deuxième semestre**.

10-Vous aurez les montants définitifs **fin septembre**.

11-Nous ne pouvons pas faire le virement **avant lundi prochain**.

12-Cela fait **plus de dix jours** que j'attends votre rapport.

13-C'est **déjà** parti dans le courrier.

14-**Dans trois semaines** le bureau sera fermé **pendant dix jours**.

15-Cela prendra **combien de temps** à votre avis ?

16-Ne vous inquiétez pas, cela ne prendra **que quelques jours**.

17-Je dois terminer ce rapport **avant la fin du mois**.
