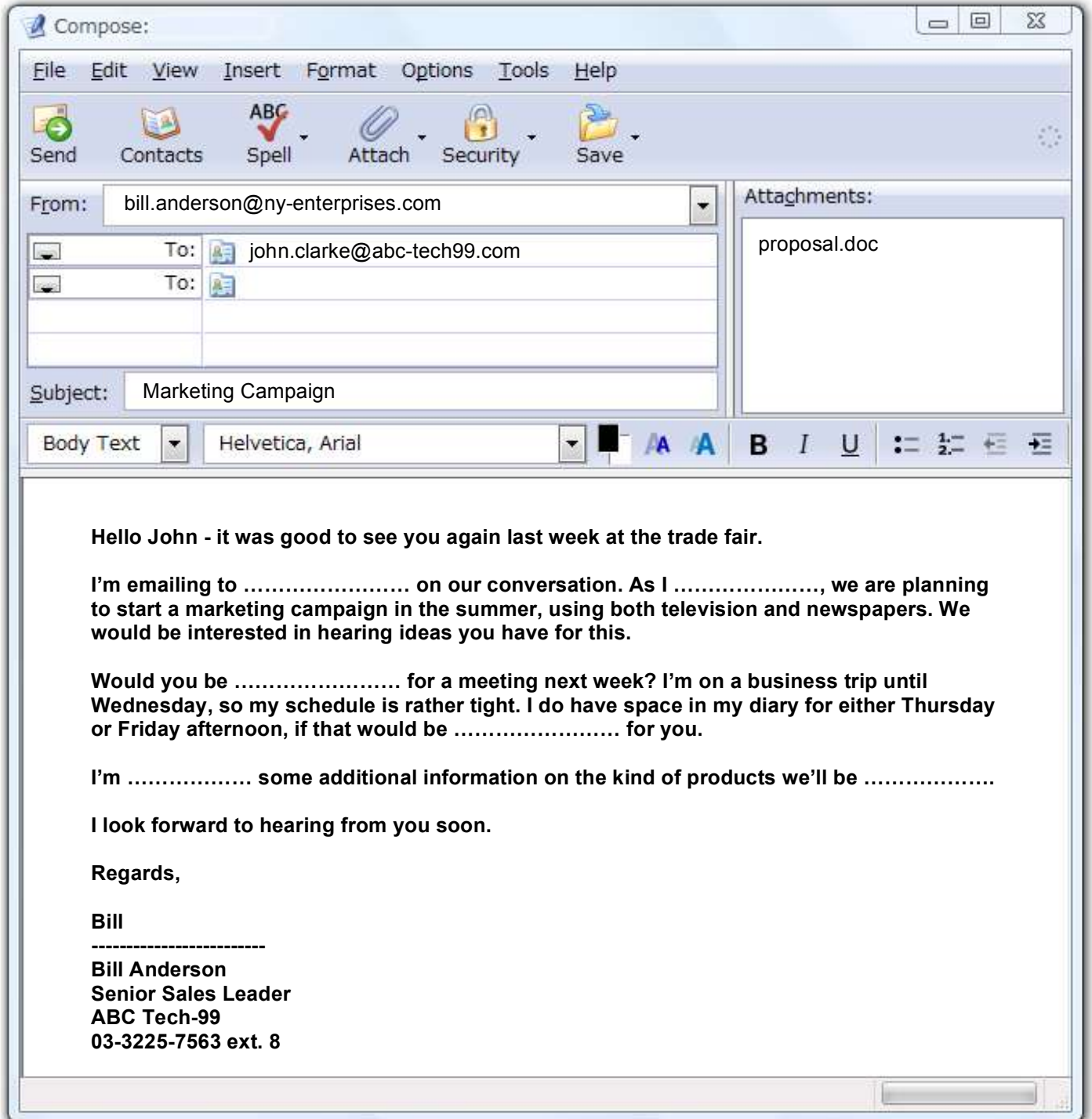


# A Business Email

1 Look at the following email. Fill in the spaces using a word or phrase from the box below.



- |             |             |             |
|-------------|-------------|-------------|
| • available | • launching | • attaching |
| • mentioned | • suitable  | • follow up |

2

**Comprehension Questions**

1. Where did John and Bill last meet?
2. Why is Bill emailing John?
3. What is Bill sending with the email?

3

**Common Email Expressions****Greetings #1**

**Dear (John),  
Hello (Sue),**

**Greetings #2**

**It was good to see you last week.  
It was very nice to meet you at the conference.**

**Opening Line**

**I'm emailing to follow up on our conversation.  
I'm contacting you regarding your proposal.  
This email is to let you know that...  
As I mentioned on the telephone...**

**Attachments**

**I'm attaching some additional information.  
I'm sending a budget outline with this email.**

**Closing**

**I look forward to hearing from you.  
Please don't hesitate to call me if you...**

**Signing Off**

**Regards,  
Best regards,**

4

**Task****Write two short emails.****Email #1**

**To:** Anna Bell (a co-worker)  
**Situation:** You work for a cosmetics company. You are sending an email as a follow-up to a meeting you had yesterday. You are attaching some ideas for new product lines. You would like to meet in the next few days.

**Email #2**

**To:** Stephen Roberts (a potential client)  
**Situation:** You work for a website-design company. You telephoned Stephen a few hours ago. You would like to meet him to discuss managing his company's e-commerce web site. You are attaching a proposal.

# A Business Email: Teaching Notes

<b>Target Structure:</b>	Email English
<b>Vocabulary:</b>	Business
<b>Level:</b>	Intermediate
<b>Time:</b>	Varies (includes homework)
<b>Preparation:</b>	None

## Suggested Teaching Method

This worksheet looks at some of the expressions used when writing business email messages. The language used by native speakers can depend on the country and the company culture. Don't hesitate to introduce other expressions that you think would be useful for your students.

The lesson rounds off with a writing task, which can either be done in the lesson, or set as homework.

Before giving out the worksheet, set one or two warm-up questions to introduce the topic of email.

Possible questions:      *How often do you write business email?*  
                                      *Have you ever emailed anyone in English?*  
                                      *What was the last email you wrote at work?*

Students can ask and answer with a partner. Elicit a few answers, but don't spend too long on the warm-up.

- 1 Direct students to the email. Check basic understanding by asking some questions:

*Who is writing this email?*  
*What is the subject of the email?*

Direct your students' attention to the phrases written in the box under the email. They should read the email, and write in the correct word or expression.

Students can work alone, and check in pairs.

- 2 Students can ask and answer the questions in pairs. Alternatively, they could write the answers.
- 3 This exercise introduces some common email expressions. Students can read these. Go through any points which need explaining. Introduce any additional language that you think would be useful for your students.

The 'attachments' expressions are in the present continuous. They can also be written in the present perfect. (e.g. "I have attached the report.")

- 4 The tasks can be done during a lesson, or set as homework. Go through the two tasks, checking comprehension.

Students can write one or both of the tasks. For authenticity, this is best done as homework, with students emailing you.

If you would like to practice writing in the lesson, there is a blank 'email page' which can be photocopied and distributed.

One alternative is for your students to practice writing one of the tasks in the lesson, and doing the second as an actual email.

**Answer Key (Other answers may be possible.)**

① Hello John - it was good to see you again last week at the trade fair.

I'm emailing to **follow up** on our conversation. As I **mentioned**, we are planning to start a marketing campaign in the summer, using both television and newspapers. We would be interested in hearing ideas you have for this.

Would you be **available** for a meeting next week? I'm on a business trip until Wednesday, so my schedule is rather tight. I do have space in my diary for either Thursday or Friday afternoon, if that would be **suitable** for you.

I'm **attaching** some additional information on the kind of products we'll be **launching**.

I look forward to hearing from you soon.

Regards,

Bill

-----  
**Bill Anderson**  
**Senior Sales Leader**  
**ABC Tech-99**  
**03-3225-7563 ext. 8**

- ②
1. They met at a trade fair.
  2. He is emailing regarding a marketing campaign. / He would like to meet John next week.
  3. He is attaching some additional information.

**How are we doing?**

We'd be pleased to hear some feedback on our worksheets. Tell us how this worksheet went for you, by emailing us at [editor@handoutsonline.com](mailto:editor@handoutsonline.com).

If you would like the latest information on our worksheets, please subscribe to our newsletter.

A template email sheet is on the next page,  
and can be copied and distributed to students.

