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INGLESE PER MAIL

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Standard structure

Salutation: As in letter-writing, the salutation can be formal or informal, depending on how well you know the person you are writing to.

Dear Mr, Mrs, Ms ...	<i>A formal form of address, also used when first contacting a person.</i>
Dear John	<i>Less formal. Either you have had contact with this person before, or they have already addressed you by your first name.</i>
Hi/Hello Mary (or just the name)	<i>Informal, usually used with colleagues you often work with. In the U.S.A. and the U.K. also sometimes used at first contact.</i>
(no salutation)	<i>Very informal, usually used in messages which are part of a longer email exchange.</i>

Opening sentence: This is used to explain why you are writing. (Remember: the opening sentence should always start with a capital letter.)

I'm writing to ...	<i>More formal introduction to say why you are writing.</i>
Just a quick note to ...	<i>Friendly, informal way to say why you are writing.</i>

Conclusion: This is where you tell the reader what kind of response, if any, you expect.

Looking forward to your reply.	<i>Friendly ending, can be used in formal or informal correspondence.</i>
Hope to hear from you soon.	<i>Informal ending to indicate a reply is necessary.</i>

Close: Like the salutation, this can vary from formal to very informal.

Yours sincerely	<i>Very formal, rarely used in email correspondence.</i>
Regards/Best wishes	<i>Most commonly used close, can be used in formal and informal emails.</i>
Bye/All the Best/Best James/Mary	<i>Friendly, informal close. Name only (or initials) is also common when writing to close colleagues.</i>

Formal and Informal English

Formal

Informal



A little
 Absent
 Accelerate
 Accept (a difficult situation)
 Acceptable
 Accolade
 Accumulate
 Additionally
 Address
 Aid
 Allow
 Amiable

A bit
 Away
 Speed up
 Face up to
 Okay, ok
 Applause
 Rack up
 There's more
 Speak to
 Help
 Let
 Friendly



a Attached you'll find the new price list for our complete product range. We've discussed this with other distributors & they agree the increase can be passed on to their customers without any problems.

b A quick note to tell you about next week's meeting

c See you then! Enjoy yourself at the première tonight!

d Regards,
Heidi

e Hi Vladka,
How's it going?

f Bye, Ivan

g I'm writing to inform you of our price increases for the next quarter.

h Dear Sam,

i We're meeting at 'Frank's' in Haverhill Street at about 5.30 pm. John is bringing the Swiss visitors with him directly after the factory tour. We'll hold a meeting first, then have dinner. Is that OK?

j Hope you have a successful third quarter and we look forward to future business contacts with you.

The register of an email (how formal or informal it is) depends on the type of message you are writing and who you are writing to. So an email about rescheduling a meeting might be less formal than an enquiry or an apology. Similarly, an email to a new customer or the CEO of your company would probably be more formal than an email to an old customer or a colleague.

You can tell how formal an email is by its ...

Salutation & close: See **TIP** on page 7.

Colloquial phrases: These are phrases normally used in conversation which make an email less formal. Examples are *How's it going?* for *How are you?* or *See ya* for *See you later*. See page 34 for more examples.

Vocabulary: The words and expressions used in an email can make it formal or informal. Some examples are:

formal	to receive	to inform	to assist	to contact
less formal	to get	to tell	to help	to get in touch

Abbreviations: The use of abbreviations and symbols (*eg for for example, info for information and & for and*) are more common in informal emails, although some standard abbreviations used in letter-writing – like *asap* – are also found in formal emails.

Emoticons: These written forms of body language or gesture are often used in less formal emails to help the recipient understand exactly what you mean.

colloquial language

- 1 to check sth out
- 2 to touch base with sb
- 3 to send sth by snail mail
- 4 to mail* sb
- 5 to give sb the low-down
- 6 to chase sth up (AmE: *down*)
- 7 to be out of the loop
- 8 to put sth on hold

standard language

- to send sb an email
- to give sb information
- to send sth by post
- to try to find or get sth (that is missing)
- to look at sth in detail
- to get in contact with sb
- to postpone sth (or put sth off)
- to be out of touch or not have heard sth

* Watch out when *mail* is used as a verb; in AmE *to mail* also means sending something by the traditional postal service (i.e. *by snail mail*)!

Now rewrite this email using standard language to replace the colloquial phrases.

Hello Sally

Thanks for getting in touch and giving me the low-down on the March sales meeting.

By the way, I called Barbara's office and tried to chase up the January figures but she's been on holiday – so no success there! Perhaps you could touch base with Gary and ask him to mail me the info directly. I hope he can – I'd hate to have to put the meeting on hold.

Oh, one last thing: can you send me a few of the new brochures? No hurry – snail mail will do!

Ciao

Jon

1 selected

Being polite is a must do in English

Even in informal emails, it is important to use polite language.

Please can be used in every type of request, and phrases with *could* and *would like* are more polite than phrases with *can* or *want*.

Could you please send me ...

Can you please send me ...

I would like to order ...

I want to order ...

In enquiries it is best to avoid imperatives like *Send me ...* or *Inform me ...*. By adding *please* the sentence becomes more polite, but is still rather direct.

Please send me your current price list ...

Please give us your rates ...

The following phrases can be used in formal enquiries to first-time contacts. However, they can sound too formal in emails to colleagues.

We would be grateful if you could send us ...

We would also appreciate some information on ...

Direct / indirect questions

- What's your name? / Could you tell me what your first name is?
- What do you have for lunch in your country? / I was wondering what a typical lunch in your country looks like
- What department does she work for? / Do you maybe know what department she works for?
- How long is the meeting going to be tomorrow? / Could you tell me how long the meeting is going to be?

We use indirect questions when we want to ask a question in a more polite way, and begin with *Can / Could you tell me...?* or when we introduce a question with, e.g. *Do you know...? Do you remember...?*

Compare

What time does the shop next door open? (direct question), and
Could you tell me what time the shop next door opens? (indirect question)

- In indirect questions the order is subject + verb. *Can you tell me where it is?* NOT ~~*Can you tell me where is it?*~~
- We don't use *do / did* in the second part of the question. *Do you know where he lives?* NOT ~~*where does he live.*~~
- You can use *if* or *whether* in questions without a question word (*What, How many, etc.*) and after *Can you tell me, Do you know, etc.*



Other expressions followed by the word order of indirect questions

The word order of indirect questions is used after:

I wonder..., e.g. *I wonder why they didn't come.*

I'm not sure..., e.g. *I'm not sure what time it starts.*

I can't remember..., e.g. *I can't remember where I left my phone.*

I want to know..., e.g. *I want to know what time you're coming home.*

Do you have any idea...?, e.g. *Do you have any idea if (whether) James is on holiday this week?*

Write indirect questions.

1 'Where does Natalie live?'

I wonder where Natalie lives.

2 'Where is the lift?'

Could you tell me _____?

3 'Where did we park the car?'

I can't remember _____.

4 'Are there any tickets left for the concert tonight?'

Do you know _____?

5 'What time does the match start?'

Can you tell me _____?

6 'When's Sally's birthday?'

Can you remember _____?

Can you help? • We hope you are happy with this. • Let us know if you need any more help.
• Please answer asap. • I'm sending you the ... in an attachment. • I'm sending you ...
• Thanks for choosing ... • We are working on your request. • Can you please send me ... ?
• Thanks for your email/request.

More formal

Requesting information

I'd appreciate a reply asap.

Would you be able to help ... ?

Could you please send me ... ?

Replies

Please find the ... in an attachment.

I'm pleased to send you ...

Thank you for your email/enquiry.

Do not hesitate to contact us if you require further assistance.

We hope you find this satisfactory.

Thank you for your interest.

Your request is being processed.

Less formal

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

_____ 6

_____ 7

_____ 8

_____ 9

_____ 10

_____ 10



From: rachel.beamish@wells.co.uk  To: request@changingrooms.co.uk

Subject: Request for brochures

Our company is currently looking for accommodation for some overseas colleagues who will be transferred to Southampton for 12 months.

_____ ¹ me some brochures showing the various houses and flats you have to offer. We also need to find locations near schools; _____ ²?

As our employees are arriving next month, I _____


_____ ³.

Thank you very much.

Best regards
Rachel Beamish
HR assistant
Wells Ltd





From: Brian Pearson <Brian@changingrooms.co.uk>  To: rachel.beamish@wells.co.uk

Subject: Re. Request for brochures **Attachment:** Southampton.pdf

Dear Ms Beamish

_____ ⁴. Unfortunately, the brochure you requested is being reprinted at the moment, but _____ ⁵. Prices and location have remained the same, however, so you'll find the requested information _____
_____ ⁶. The new brochure will be sent by post as soon as it's available.

We _____ ⁷.
_____ ⁸.

Regards

Brian Pearson
Relocation Specialist
Changing Rooms
Brian@changingrooms.co.uk
www.changingrooms.co.uk



Revision of spelling rules

A

E

I

O

U

Y

ABC

The Phonetic Alphabet

... The NATO Version

A - Alpha

B - Bravo

C - Charlie

D - Delta

E - Echo

F - Foxtrot

G - Golf

H - Hotel

I - Indiana

J - Juliet

K - Kilo

L - Lima

M - Mike

N - November

O - Oscar

P - Papa

Q - Quebec

R - Romeo

S - Sierra

T - Tango

U - Uniform

V - Victor

W - Whiskey

X - X-Ray

Y - Yankee

Z - Zulu

XYZ

Symbols

- @ = at micheal.manring@gmail.com
- . = dot (lower case)
- / = slash
- - = dash/ hyphen @realK
- _ = underscore (K- capital letter / upper case)

Talking about
deadlines and
taking action



The present perfect is used to talk about deadlines and whether or not they have been met. It is also used to describe the status of tasks in progress.

Have you coordinated your team & their results yet?

I've already contacted my team and they have just finished their sales figures.

Adverbs like *yet*, *already*, or *just* are often used with the present perfect in this type of sentence.

Have you sent in your registration for the conference yet?

Sorry, I haven't written the report yet.

I've already sent the registration form.

We've just received the order.

In American English the simple past is used instead of the present perfect with the signal words above. There is no difference in meaning.

Did you send in your registration yet?

The *will* future is used in replies to emails requesting action to say what the writer will do and when. Note that the contracted form (*'ll* instead of *will*) is usually used.

You'll have it on your desk by 4 May.

Sorry, but I haven't sent it yet. I'll do it straight away.

Use the words in brackets to complete the gaps in these emails.

Hello Jane

First of all, there _____¹ (be) a meeting next Thursday from 2 to 5 pm to discuss trade fair planning. Please let me know whether you can attend.

_____ the brochures for model 564Z and 566T _____² (you/ order/ yet)? Remember, we need 5000 copies each for the trade fair.

_____ Margot about the schedule _____³ (you/contact/ yet)? I need the finalized version for the meeting on Thursday.

Finally, _____ the presentation material _____⁴ (you/send/ yet)? I can't seem to find it anywhere.

Ramon

Hi Ramon

Yes, I can attend the meeting next Thursday.

I _____⁵ (*just/order*) the brochures for both models. They _____
_____⁶ (*be delivered*) on 7 September. BTW, I _____⁷
(*just/have a look*) at a pdf of the new brochure. It looks good. _____⁸
(*you/see*) it? If not, I _____⁹ (*forward*) it to you.

Re the schedule: I _____¹⁰ (*leave*) a message on Margot's voicemail but she
_____¹¹ (*call back/yet*). I _____¹² (*try*) again later and
_____¹³ (*ask*) her to contact you directly.

I _____¹⁴ (*email*) the presentation material straight away. Sorry for the delay.

ATB

Jane

Use words from the two lists to make as many verb–noun phrases as you can.

Example: *to arrange an appointment or a meeting*

arrange • attach • clarify • demand •
finalize • inform • meet • notify • schedule
• send • update • write

an appointment • colleagues • a database
• a deadline • details • a document • a
meeting • the minutes • payment • a report

Now complete the sentences with words from the boxes.

- 1 I'm _____ you the report by post. Can you please read it and give me your feedback?
- 2 Please _____ your colleagues that our monthly meeting has been changed to Wednesday.
- 3 I've _____ an appointment with the new sales rep.
- 4 Clara, I've read your notes but can we meet to _____ the details.
- 5 I'm afraid we won't be able to meet the _____. We're going to need a few more weeks.
- 6 Please email me your notes from the last meeting so that John can _____ the minutes.
- 7 I also need your January figures so that we can _____ the database.
- 8 Motor Supply Ltd still hasn't paid. It's time to demand _____ with an official letter.

Put the following phrases in the correct category, informing or replying.

Just a note to say/tell you ... • In reply to your email ... • Here are the details on ... • I'm writing to clarify ... • I'll get back to you asap ... • Thank you for clarifying ... • I'll follow up the points mentioned in your email ... • I'd like to inform you of ... • Just a few comments about/on ... • Just to update you on ... • Let me fill you in on • Thanks for your email. • You'll find the info attached ...

Informing

Just a note to say/tell you ... _____

Replying

In reply to your email ... _____

<p>a From: Monica Jesso To: Janice Forbes</p> <p>Subject: Market research</p> <p>Hey Janice!</p> <p>Just _____ the market research idea. We have 2000 participants & the start up date is Oct 1. The rest of the details aren't clear so I'll _____.</p> <p>Best wishes</p> <p>Monica :-)</p>	<p>c From: Phoebe Marlow To: Gerald Ainsley</p> <p>Subject: re: Updates</p> <p>Dear Gerald</p> <p>In _____ I've put together all the answers to your questions in a Word document which I can either fax you or send as an attachment. Which would you prefer?</p> <p>Speak to you soon</p> <p>Phoebe</p>
<p>b From: David Collins To: Alison Price</p> <p>Subject: Special Offer</p> <p>Dear Ms Price</p> <p>I'd _____ a special offer we're giving to all our most loyal customers. For any order of office supplies which exceeds EUR 200 we shall include a free stationery kit. For more details of this offer you'll find _____.</p> <p>Regards David Collins Customer Services</p>	<p>d From: Steve East To: Timothy Barker</p> <p>Subject: re: conference info - again!</p> <p>Hi Tim</p> <p>Thanks _____ it sounds as if you still haven't got that info about the conference. Let _____ the important details. (I'll also post the packet to you.) It's taking place on Wed and Thurs 25-26.5. at the Adele Conference Centre in York and we're starting each day at 9am. Your presentation is on Wed at 2 pm - you've only got 40 minutes so talk fast!</p> <p>Bye for now Steve</p>

Being diplomatic is not a sign of weakness...

When things aren't going according to plan, an email exchange can become heated. The use of diplomatic language lets you point out mistakes gently, without offending the person you're writing to.

We have a slight / minor / little problem.

Unfortunately, the mistake is rather serious.

I'm afraid we're not happy with ...

Furthermore, be careful when showing emotion in an email. Using exclamation marks and writing words or phrases in capital letters can make your message too strong – it can look like you're shouting.

Joanne, I'm still waiting for a reply!!!

Didn't we agree to meet on TUESDAY?

A more moderate way to emphasize a word is to enclose it in asterisks.

*Just writing to see what happened to your report. I needed it *Monday* and it's now Friday. Can we discuss?*

Making and confirming arrangements



Nigel Sharp receives the following reply to an email he sent. What words or expressions does Christine use to:

- 1 say that the suggested dates are not convenient? Find two examples.
- 2 say that she's sorry? Find two examples.
- 3 suggest changing the meeting to a later date?
- 4 suggest a new time to meet?



**You receive the following email but the time and dates don't work out for you.
Use the words below to write a reply.**

I'm afraid • postpone • by Monday • would it be all right • can't make it

Dear Marlon

Just writing to arrange a meeting to discuss the schedule for the new project. Unfortunately, next week looks quite busy but I do have time on ~~Tuesday, 23 January~~ *No time Tuesday
Wednesday or Friday at 9.00*

I'd prefer an early morning meeting (perhaps at 8 am) and would suggest we meet at the

Coffee Pot Café so we can have a working breakfast. *Don't like breakfast meetings.
My office!*

Is this convenient for you?

Could you get back to me by 6 pm today as I'm out of the office for the rest of the week?

Cheers

Jason

*Answer needed Monday latest
(I'm away Tuesday)*

Seguici sui social



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