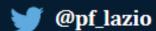


PORTA FUTURO LAZIO

INGLESE PER MAIL



















Standard structure

Solutation: 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 ... A formal form of address, also used when first contacting a person.

Dear John Less formal. Either you have had correct with this person before, or they have

attractly addressed you by your first name.

Hi/Hella Mary Informat, usually used with colleagues you often work with the U.S.A. and the U.S.

(or just the name) and sometimes used at first contact,

(no salutation) Yery inflormat, usually used in messages which are part of a longer email exchange.

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

Firm writing to _____ Allow formal introduction to say why you are writing.

Bust a quick note to ____ Askendty, informal way to say why you are writing.

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

Looking forward to

Friendly ending, can be used in farmal or informat correspondence.

your reply.

Hope to hear from informal ending to indicate a reply is necessary.

YOU SOON.

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

Yours sincerely Very format, rurely used in amout correspondence.

Regards/Best wishes Most commonly used close, can be used in formal and informal emoits.

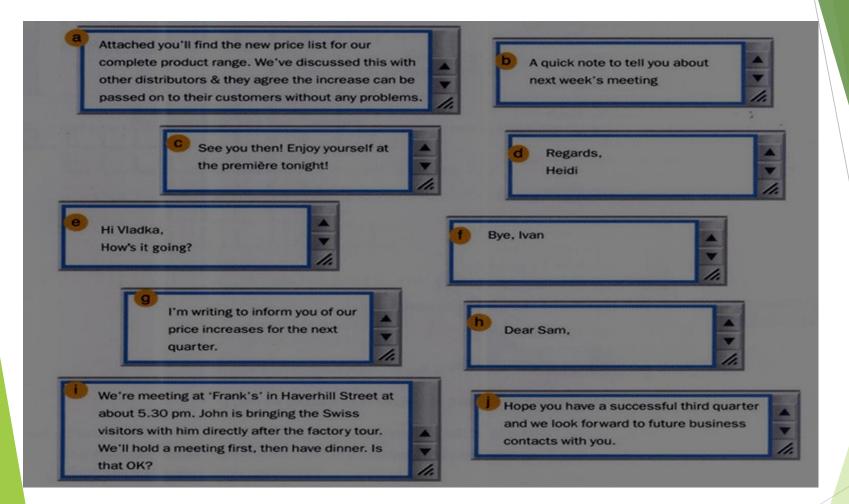
Bye/All the Best/Best Friendly, informal class.

Sames/Mary Name only for initiate) is use common when writing to class colleagues.



Formal and Informal English	Formal	Informal	
	A little	A bit	
	Absent	Away	
	Accelerate	Speed up	
6,5	Accept (a difficult situation)	Face up to	0.0
("	Acceptable	Okay, ok	60,000
	Accolade	Applause	
0	Accumulate	Rack up	
	Additionally	There's more	Gr.
	Address	Speak to	T
	Aid	Help	
445	Allow	Let	
	Amiable	Friendly	





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

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

^{*} 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)!



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.



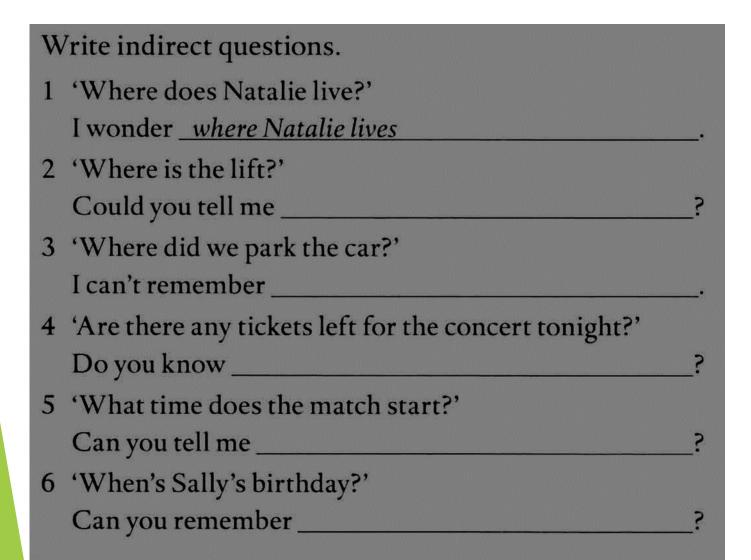
Other expressions followed by the word order of indirect questions

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.

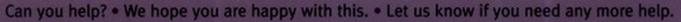
I want to know..., e.g. I want to know what time you're coming home.

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









- 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	Less formal
Requesting information	
I'd appreciate a reply asap.	CHARLES AND DESIGNATION OF THE PARTY OF THE
Would you be able to help ?	
Could you please send me ?	3
Replies	
Please find the in an attachment.	4
I'm pleased to send you	5
Thank you for your email/enquiry.	6
Do not hesitate to contact us if you require further assistance.	7
We hope you find this satisfactory.	8
Thank you for your interest.	ATTENDED 9
Your request is being processed.	10





Subject:	Request for brochures
ır compa	ny is currently looking for accommodation for some overseas
olleague	s who will be transferred to Southampton for 12 months.
	1 me some brochures showing the various
houses an	d flats you have to offer. We also need to find locations near
	22
schools;	
As our emp	ployees are arriving next month, I
Thank you	very much.
Best regar	rds
Rachel Bea	
HR assist	



From: Brian Pearson (Brian@changing	grooms.co.uk> To: rachel.beamish@wells.co.uk
Subject: Re. Request for brock	nures Attachment: Southampton.pdf
Dear Ms Beamish	
	4. Unfortunately, the brochure you requested is being
reprinted at the moment, but	5. Prices and location have
	o you'll find the requested information
	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

BC THE	Phonetic Alph The N	ATO Version
A - Alpha	J - Juliet	S - Sierra
B - Bravo	K - Kilo	T - Tango
C - Charlie	L - Lima	U - Uniform
D - Delta	M - Mike	V - Victor
E - Echo	N - November	W - Whiskey
F - Foxtrot	0 - Oscar	X - X-Ray
G - Golf	P - Papa	Y - Yankee
H - Hotel	Q - Quebec	Z - Zulu
I - Indiana	R - Romeo	Y



Symbols

```
•@ = at micheal.manring@gmail.com
```

.. = dot (lower case)

 \cdot / = 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 ('Il 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 ______ (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 _______ (you/ order/yet)? Remember, we need 5000 copies each for the trade fair. Margot about the schedule ______ (you/contact/yet)? I need the finalized version for the meeting on Thursday. Finally, ______ the presentation material _______ (you/send/yet)? I can't seem to find it anywhere.

Ramon



Yes, I can attend the meeting	next Thursday.	
	(just/order) the brochures fo	or both models. They
^ (be o	elivered) on 7 September, 8TW, I	The second secon
(just/have a look) at a pdf of t	the new brochure. It looks good	
(you/see) it? If not, I	(forward) it to you.	
Re the schedule: I		largot's voicemail but she
	11 (call backlyet), I	(try) again later and
11 (ask)	her to contact you directly.	
14 (em	ail) the presentation material straigl	ht away. Sorry for the delay.
ATB		
lane		



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



No	ow 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 re	ep.	
4	Clara, I've read	your notes but can we meet to	the details.	
5	I'm afraid we w	on't be able to meet the	. We're going to nee	d a few more weeks.
6	6 Please email me your notes from the last meeting so that John can the minutes		the minutes.	
7	I also need you	r January figures so that we can	the database.	
8	Motor Supply I	td still hasn't paid. It's time to demand _	with an	official letter.

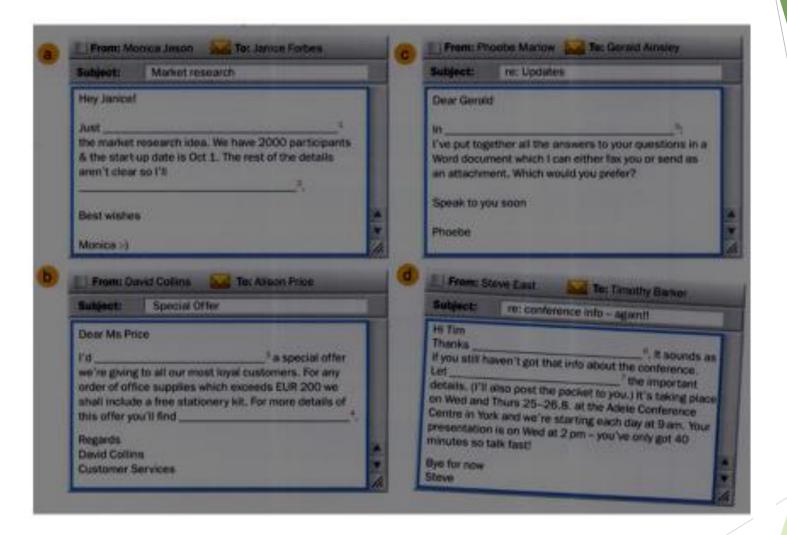


Put the following phrases in the correct category, informing or replying.

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	Replying	
Just a note to say/tell you	In reply to your email	
	ASSESSMENT OF THE PARTY OF THE	







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 / Uttle 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.

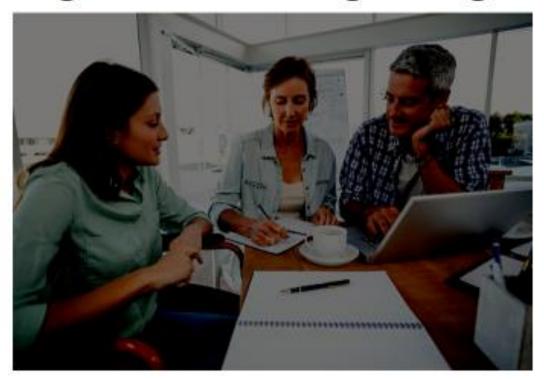
Joanne, I'm still waiting for a reply!!! Didn't we agree to meet on TUESDAY?

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

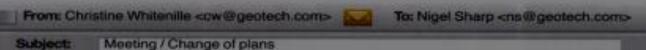






Nigel Sharp receives the following reply to an email he sent. What words or expressions does Christine use to:

- 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?



Dear Nigel

I'm afraid I can't make Tuesday as I'm on a training course for the purchasing software.

And later in the week is also impossible – I'll be travelling with Mary to meet clients.

Sorry about this, but it's been very hectic here. I'm afraid I've even had to put off meeting the CEO until the end of the month! Would it be all right with you if we postponed our meeting until the week after next? I should have time on 18 or 19 May.

Please let me know if either of these days is convenient.

Have a nice weekend.

Christine



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 Marion

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, e.g. Innuary. 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!

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

Cheers

Answer needed Monday latest (I'm away Tuesday)

Seguici sui social











Le slide possono essere richieste inviando una email a info@portafuturolazio.it

Grazie per l'attenzione www.portafuturolazio.it





