

Applied Physics and Engineering Department  
Emailing S3 2022

**The Email Etiquette**

1. Brainstorm about tips in writing emails, use modal verbs and sentences that express advice and obligation.

*One should avoid... / It should be... / It is better to... / You must...*

2. List at least 10 tips and think about why you have to apply them. Compare your findings with your peers.



- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_
- 6) \_\_\_\_\_
- 7) \_\_\_\_\_
- 8) \_\_\_\_\_
- 9) \_\_\_\_\_
- 10) \_\_\_\_\_
- 11) \_\_\_\_\_
- 12) \_\_\_\_\_

## Formal or Informal?

► Read the different writing styles with their corresponding definitions.

Style	Definition
Formal	= This is the most common style in professional / work emails. The language is simple, clear and direct. Sentences are short and there is use of contractions ( <i>I've</i> for <i>I have</i> ). However, the language is not similar to speech (it's too direct)
Informal	= This is the most common style for emails between friends. The reader is often more tolerant with bad grammar and conversational expressions
Neutral / Standard	= This is the style of an old-fashioned letter. Ideas are presented politely and carefully. The language is impersonal. This style is not common in emails, but you can find it if the subject matter is serious.

► Match the informal phrases with the neutral / formal phrases:

INFORMAL	NEUTRAL / FORMAL
1) What do you need? <b>d</b>	a) With regard to ... (or With reference to)
2) Thanks for the email of 12 Feb. _____	b) I can assure you that ...
3) Sorry, I can't make it. _____	c) We note from our records that you have not ...
4) I'm sorry to tell you that... _____	d) Please let us know your requirements
5) I promise ... _____	e) I was wondering if you could ...
6) Could you ...? _____	f) We would like to remind you that...
7) You haven't .. _____	g) I look forward to meeting you next week.
8) Don't forget... _____	h) Thank you for your email received 12 February.
9) I need to..._____	i) I am afraid I will not be able to attend.
10) Shall I ... ? _____	j) Would you like me to ... ?
11) But ... / Also ... / So ... _____	k) I would be grateful if you could...
12) Please could you ... _____	l) Please accept our apologies for ...
13) I'm sorry for ... _____	m) It is necessary for me to ...
14) Re... _____	n) We regret to advise you that...
15) See you next week. _____	o) However ... / In addition ... / Therefore...

► Phrasal verbs v. formal language

Phrasal verbs are often used in informal emails as well as spoken English. Look at the informal sentences below and match the underlined phrasal verbs to their formal synonyms on the next page.

Phrasal verbs	Answers	Formal language
1. It looks like we really need to <u>do up</u> the office.		
2. Shelley <u>is off</u> at the end of the month.	1. ___	a. cancel
3. Don't worry. I'll <u>back</u> you <u>up</u> during the meeting.	2. ___	b. found the time to
4. Good news. It looks like our application finally <u>went through</u> .	3. ___	c. go bankrupt
5. If sales keep dropping, we are very likely to <u>go under</u> .	4. ___	d. is taking leave
6. I haven't <u>got around to</u> contacting the client yet. I'll do it first thing tomorrow.	5. ___	e. make contact
7. I tried to call him several times but I couldn't <u>get through</u> .	6. ___	f. renovate
8. I'm afraid I have to <u>call off</u> tomorrow's meeting.	7. ___	g. support
	8. ___	h. was formally approved

### Samples and email subject lines

#### ► Samples

Why is Student 2's e-mail to Professor Jones more effective than the e-mail written by Student 1?

How does the tone of the messages differ? What makes Student 2's e-mail look and sound more appropriate? What are the elements that contribute to its clarity?

#### E-mail from Student 1:

##### Subject:

hi doctor Jones,  
 i need help on my paper can i come by your office tomorrow. i don't know what adequate support means.  
 thx

#### E-mail from Student 2:

##### Subject: Questions about paper due next Monday - ENGL 101

Hello Prof. Jones,  
 I am in your ENGL 101 class on Thursdays, and I have a question about the paper that is due next Tuesday. I'm not sure that I understand what is meant by the following sentence in the prompt:  
 "Write a 10 page paper arguing for or against requiring ENGL 101 for all UNC freshmen and provide adequate support for your point of view."  
 I am not sure what you would consider "adequate" support. Would using 3 sources be o.k.?  
 Can I come by your office tomorrow at 2:00 pm to talk to you about my question? Please let me know if that fits your schedule. If not, I could also come by on Friday after 1:00.  
 Thank you, Tim Smith

#### ► Subjects

E-mail subject lines are like newspaper headlines. They should convey the main point of your e-mail. Therefore, be as specific as possible. If your message is urgent, you might want to include a date in your subject line, for example, "Meeting on Thurs, Dec 2."

## Abbreviations

### ► Match the abbreviations with their meanings:

- i.e. (id est) ●
- e. g. (exempli gratia) ●
- NB (nota bene) ●
- PS (postscript) ●

- I am going to give an example
- I am going to explain what I mean using different words.
- I am adding some information at the end that I forgot
- I want you to give special attention to this next point

In what context can you find Cc ('carbon copy') and Bcc (blind carbon copy)?

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### ► Write out the following emails in full.

*Subject: Thk 4 yr msg  
Yes, I'm free 4 lunch on Wed next wk. Btw, good news about yr interview. Hv 2 work now. CU.  
Jane.*

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*Subject: Yr order ref no KD654  
In relation to yr order rec'd today, we cannot supply the qty's you need at this moment. Pls confirm asap if a part-delivery wd be acceptable. The rest would follow L8R. Our Customer Services are avail 24/7. Otoh if you need to speak to sb in person, you can call during wkng hours. Rgds, Alan.*

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## Attachments

► In each gap there are two possible answers. Write both answers.

- 1) Please \_\_\_\_\_ my report. Hope it's useful.  
(a) find attachment (b) find enclosed (c) find attached (d) see attached
- 2) Here is my report. If there is any problem, \_\_\_\_\_ me know.  
(a) please let (b) make (c) please to let (d) just let
- 3) This report has just arrived. I'm \_\_\_\_\_ it to you. Hope it's not too late.  
(a) moving (b) forwarding (c) replying (d) sending
- 4) I'm sending various forms for you to complete. Please \_\_\_\_\_ special attention to the first one.  
(a) give (b) pay (c) make (d) take
- 5) Please complete the attached forms, and return them to me \_\_\_\_\_ 3 June.  
(a) by (b) until (c) before (d) to
- 6) Please find attached my report. \_\_\_\_\_ if there is any problem with the deadlines etc.  
(a) Get back with me (b) Get in touch (c) Get back to me (d) Make a touch
- 7) Here is the itinerary for Sri Lanka. Please \_\_\_\_\_ that I have included everything you want in.  
(a) check (b) agree (c) control (d) confirm

### ► Rewriting task

Look at the formal email below. Imagine Paul Davies and Karen Steele have a very informal relationship. Rewrite it using informal expressions and phrasal verbs from this lesson.

Dear Mr Davies,

I apologize for the late reply. We have been renovating our office this week. Anyway, I am delighted to inform you that your application for a grant has been approved.

Please find attached the agreement. Would you please visit our office tomorrow so that we can sign the paperwork? I'm leaving the office at 5pm so please try to get here before then. And I would like to remind you to bring with you all relevant company documents.

Kind Regards,

Karen Steele

Accounts manager - ABC Capital

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► **Continuous assessment: writing task (assessed) and going further on Moodle**

Use the different exercises and the following vocabulary (see table page 8) to write the following emails. Follow the instructions and be inventive!

**Write 2 formal and 2 informal emails from the contexts listed below (12 points/20)**  
**Try to include words and expressions from this lesson and from the table page 8. If you need to use more phrasal verbs in your informal emails, visit the link on our Moodle course.**

**Printed work, due on Wed. October 12 (à remettre dans le casier de votre enseignant). Make sure you record the audio message (telephoning) and upload it on Moodle too (8 points/20)!**

**Formal**

1. You spoke to your CO<sub>2</sub> sensors supplier on the phone about changing the terms of delivery. Write an email to her confirming that you would like 20 days instead of 30 days.
2. Respond to a customer complaint about one of your products/services (choose and name it).
3. You are considering changing your glassware supplier for your own chemistry lab. Write an email to a potential supplier enquiring about the price and discount policy.
4. You want to arrange a meeting with a colleague from another branch. You attach a map showing where exactly your office is located.
5. You are interested in applying for a job as an environment technician advertised in an English language magazine, and you want to know more details.

**Informal**

1. You have to cancel your Thermodynamics lesson due to an important appointment. Write an email to your teacher.
2. You spoke to a colleague from another branch on the phone. He is going to visit your office tomorrow. Write him an email to confirm when you will be available to see him and when you are leaving the office.
3. Your friend wants to know about some local places to visit in your town. Write him an email.
4. You are going to an interesting party/exhibition. Write your friend an email to invite her.
5. You call a colleague to give her some information she wanted, but you are unable to make contact. Write to her instead and mention this in your email.

**Complete this course with the online resources selected on your Moodle course**  
[English course S3 S4 - Applied Physics and Measurement Engineering Department - IUT de Bordeaux/ Professional communication / Writing email: tips, tools & practice!](#)

## Back to Basics

	<b>Formal / Neutral</b>	<b>Informal</b>
<b>Name / Greetings</b>	Dear Mr/Mrs/Ms Smith. Dear Mary	Hi / Hello Mary. Mary,
<b>Previous contact</b>	Thank you for your email of.... I apologize for not getting in contact with you before now.	Thanks for your email. Re your email, ... Sorry I vaen't been writing for ages, but I've been really busy.
<b>Reason for writing</b>	I am writing in connection with... I am writing with regard to... Your name was given to me by...	I'm writing about ... Just a short note about ... Here's the ... you wanted
<b>Giving information</b>	I'm writing to let you know that... I am delighted to tell you that... We regret to inform you that...	Just a note to say... We can confirm that ... Good news ! / Unfortunately, ...
<b>Attachment</b>	Please find attached my report. I'm sending you ... as a pdf file.	I've attached ... Here is the ... you wanted....
<b>Asking for information</b>	Could you give me some information about... I would like to know... I'm interested in receiving ...	Can you tell me a little more about ... I'd like to know..
<b>Requests</b>	I'd be grateful if you could ... I wonder if you could.. Thank you in advance for your help in the matter	Please could you ... ? Can I have ... ? I'd appreciate your help on this.
<b>Promising action</b>	I will... I'll investigate the matter. I will contact you again shortly.	I'll ... I'll look into it. I'll get back to you soon.
<b>Offering help</b>	Would you like me to ... ? If you wish, I would be happy to ... Let me know whether you would like me to...	Do you want me to ? Shall I ...? Let me know if you'd like me to...
<b>Final comments</b>	Thank you for your help Do not hesitate to contact us again if you require any further information. Please feel free to contact me.	Thanks again for ... Let me know if you need anything else. Just give me a call if you need anything.
<b>Closing</b>	I am looking forward to ... (V+ING) Give my regards to ... Regards,	Looking forward to .(V+ING) Best/kind wishes to ... Speak to / See you soon Bye / All the best