# **Business Emails**





# This week...

Emiko has never sent business emails in English before. She is asking Jack for some advice on the proper way to do it.

# Lesson Objectives...

- Talking about email etiquette
- Dealing with business communications

## **Business English Conversation**

## **Advanced Class**

# Warm Up - Topic Question

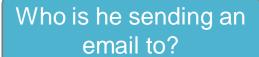




Do you often have to deal with sending and receiving English emails at work?

# **Picture Description**













**Emiko** 

**Jack** 



Emiko	Could I ask you about sending emails? I've never had to send business emails in English before.
	business emails in English before.

That depends on who you're emailing. If it's a colleague or someone **Jack** you know well, you can keep everything relatively casual.

What if it's to a client or someone I've never spoken to before? Then you probably should be careful and use a more polite and formal tone. Start with 'Dear' instead of 'Hi' and end with something like 'Best Jack

regards' or 'Sincerely'.

Emiko What about everything in between? Personally, I prefer to get straight to the point and not waste anyone's

**Emiko** Makes sense. I'll try and be polite, but concise.

As long as you come across as professional, then it will be OK. Jack

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**Business Emails** 

time.

# **Sentence Building**



# Personally I prefer communicating in a different way.

- 1. Could I ask you about .....?
- 2. Then you probably should ......
- 3. Personally, I prefer ......
- 4. I'll try and be ......



## **Role Play – Business Emails**



Student A is a new employee. Student B is his/her manager. Sending business emails is an important part of Student A's job, so he/she is asking Student B for advice.



Student A: Ask Student B for advice on writing business emails.

Student B: Help Student A understand how to write emails in different situations.

### **Key Phrases**

- Can I get some advice on ....?
- If you were me, how would you deal with ....?
- I'm concerned about ....
- When dealing with ....
- Try to be careful and use ....
- As long as you ....
- Personally, I prefer ....
- Other

### **People**

- close colleagues
- upper management
- a client
- overseas colleague
- a contractor
- other

#### **Advice**

- be polite
- don't be too casual
- · careful with grammar
- write clearly and concisely
- use simple language
- be formal with clients
- don't be too formal with colleagues
- make sure to proofread before sending
- other

# Agree or Disagree





- 1. There are better ways of communicating in business rather than using emails.
- 2. There's no need to be formal when writing emails.
- 3. No-one cares about spelling and grammar when writing emails.

## **Discussion**



- What is the hardest part about sending and receiving emails in English?
- What are the advantages of using emails for business communication?
- What are the disadvantages of using emails for business communication?

## **Word Index**



concise	_	Try to use	concise i	language.
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etiquette - Try to maintain proper business etiquette.

formal - Being too formal is not always the best way.

inbox - My inbox is overflowing with emails.

polite - Try to be more polite with clients.

professional - Make sure you have a professional attitude.

tone - The tone of your email is crucial.