



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

Who is he sending an email to?



B



A



What is that lady typing on the laptop?

Emiko	Could I ask you about sending emails? I've never had to send business emails in English before.
Jack	That depends on who you're emailing. If it's a colleague or someone you know well, you can keep everything relatively casual.
Emiko	What if it's to a client or someone I've never spoken to before?
Jack	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 regards' or 'Sincerely'.
Emiko	What about everything in between?
Jack	Personally, I prefer to get straight to the point and not waste anyone's time.
Emiko	Makes sense. I'll try and be polite, but concise.
Jack	As long as you come across as professional, then it will be OK.

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.

- ❑ 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?

- concise - *Try to use **concise** language.*
- 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.*