



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

Basic Class

Warm Up – Topic Question



Do you often have to send and receive English emails at work?

Picture Description

Who is he sending an email to?



B



A

What is that lady typing on the laptop?

*Create a short story using the following format

1. Who
2. Where
3. When
4. What's happening?

*Create simple sentences using the vocabulary

1. depends on

2. polite

3. formal

4. professional

You need to be more **professional** when writing emails.



1. **I need some advice about how to** write an email in English.
2. **Then you should** ask someone for help.
3. **It's better to** proofread your emails before sending them.
4. **I'll try and be** clear and easy to understand.

- Words
- Phrases

Emiko	I need some advice about how to send business emails in English.
Jack	That depends on who you're emailing. If it's a colleague or someone you know well, you can keep everything casual.
Emiko	What if it's to a client or someone I've never spoken to before?
Jack	Then you should 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	It's better to get straight to the point.
Emiko	Makes sense. I'll try and be polite, but concise.
Jack	If you keep it professional, then it will be OK.

1. I need some advice about how to?
2. Then you should
3. It's better to
4. I'll try and be

Responses - Prepositions

*please select the most appropriate response for each item below:

1. A: Have you sent that email yet?
B: No. I'm having trouble the wording.

for / with / at

2. A: Would you look my email to make sure its clear?
B: Of course. I'd be happy to.

with / into / over

3. A: How should I respond to that email?
B: Be polite and don't rush. Take your time it.

about / for / with

4. A: Did you get my email?
B: No. I haven't had time check my inbox.

for / to / at

5. A: I've got to reply an angry customer.
B: Keep a formal tone and respond to each of their points in detail.

to/ for / about

6. A: I'll deal with my emails the morning.
B: I agree. It's time to go home.

at / on / in

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: I need some advice on how to write business emails.

Student B: No problem. It depends on who you are emailing.

* Continue the conversation using the phrases

Key Phrases, **People** and **Advice** from below.

Key Phrases

- How should I write to?
- What should I do if...?
- I'll try and be
- I'm concerned about
- Then you should
- It depends on
- It's better to
- To be safe, I recommend
- *Other*

People

- close colleagues
- your boss
- a client
- a contractor
- overseas colleague
- *other*

Advice

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

- What are the advantages of using emails for business?
- What are the disadvantages of using emails for business?

- concise - Try to use *concise* language.
- depends on - It *depends on* the time of day.
- formal - You don't have to be too *formal*.
- inbox - I've got too many emails in my *inbox*.
- polite - Try to be more *polite* with clients.
- professional - Make sure you have a *professional* attitude.
- respond - It will take me a few minutes to *respond*.



Overseas Visitor

In the modern world, many businesses are international. Many companies have branches all over the world. They use the Internet to communicate day-to-day, but sometimes they need to visit overseas offices, shops or factories. Every country has different ways of welcoming foreign guests. Next week, we'll discuss the etiquette and vocabulary for welcoming visitors from abroad.