



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...

- To talk about email etiquette
- Dealing with business communications

Business English Conversation

Super 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



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, associate or someone you know well, you can keep everything relatively casual .
Emiko	What if it's to a client or someone I've never had any contact with before?
Jack	Then you probably should err on the side of caution and strike 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 keep it short and sweet . Get to the point and don't 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.

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.

Key Phrases

- Can I get some advice on?
- If you were me, how would you deal with?
- I'm concerned about
- When dealing with
- Err on the side of caution.
- 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*



Talk about one of the following topics for one minute:

1. Comparing emails to other forms of communication.
2. Writing business emails in English.
3. Managing too many emails.

*Other students in the class, ask one question each to the presenter after the speech

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

I'm willing to give you **the benefit of the doubt**.



give (someone) the benefit of the doubt – to treat someone's error or rudeness as an innocent mistake until you find out more

- When someone's email seems rude, it's best to **give** them **the benefit of the doubt**. They probably didn't mean it.

hold the fort – to take responsibility for something or take care of someone while others are away

- I'll be out of the office until Tuesday. Could you **hold the fort** while I'm gone?

piece of cake – something that's easy to do

- Thanks for trusting me with the project. It'll be **a piece of cake**.