

## English for Emails

### Unit 9: Email etiquette

#### Email dos and don'ts

A lot of people still have problems writing emails. I should know – I receive badly written emails every day! So I hope these suggestions will help.

#### Rule 1:

Always check you've got the right name in the 'To' box. And make sure your email only goes to the people who need to read it. Remember that if you reply to all, then everyone will get your email. Does the whole sales team really need to read your email to one person about something unimportant?

#### Rule 2:

This sounds obvious, but don't forget to attach them! A word of advice – attach the file you want to send before you start writing. That way, you can't forget to attach it!

#### Rule 3:

No. If you write 'CAN YOU LET ME KNOW THIS WEEK?' you are basically shouting at your reader. They will think you are very rude. So just don't do it.

#### Rule 4:

Short emails sometimes sound rude. People won't read very long emails. Keep emails short, but remember to be polite and friendly, too.

#### Rule 5:

This is important, especially if it's a work email. If you make mistakes in your email, people will think you also make mistakes in

your work. So always check everything carefully. Ask a colleague to read and check it before you hit 'Send'.

#### Task 1

Read the article above. Match the headings with the right rule.

Capital letters / Attachments / Length / Who to send the email to / Proofreading

1. Rule 1 \_\_\_\_\_
2. Rule 2 \_\_\_\_\_
3. Rule 3 \_\_\_\_\_
4. Rule 4 \_\_\_\_\_
5. Rule 5 \_\_\_\_\_

#### Task 2

Read the replies Ivan has received to emails he sent yesterday. Which rules from the article did he remember or forget?

1. From: Yoko  
(yoko.nakahata@aecel.biz)  
To: Ivan (ivan.dunski@aecel.biz)  
Subject: RE: Ivan's new proposal

Hello Ivan,  
Thanks for your email asking for my thoughts about your proposal.  
Unfortunately, I can't comment, as you hadn't sent the proposal with your email.  
Regards, Yoko

- a) Ivan forgot rule 1
- b) Ivan forgot rule 2
- c) Ivan forgot rule 3
- d) Ivan forgot rule 4
- e) Ivan forgot rule 5

2. From: Jackie Brown  
(jackie.brown@aecel.biz)  
To: Ivan (ivan.dunski@aecel.biz)  
Subject: RE: IT request

Dear Ivan,  
You sent me an IT request. However,  
I don't work in IT. I think you meant to  
write to Jack Browning, not me. We  
both have similar names!  
Best wishes, Jackie Brown

- a) Ivan forgot rule 1
- b) Ivan forgot rule 2
- c) Ivan forgot rule 3
- d) Ivan forgot rule 4
- e) Ivan forgot rule 5

3. From: Zhu Wan (zhu.wan@aecel.biz)  
To: Ivan (ivan.dunski@aecel.biz)  
Subject: RE: Could you check my  
English?

Dear Ivan,  
Thank you for your email asking me  
to check the English in your report  
before you send it to the Sales Team  
in our Europe offices.  
I'll be glad to check it for you. When  
can you send it to me?  
Best wishes, Zhu Wan

- a) Ivan remembered rule 1
- b) Ivan remembered rule 2
- c) Ivan remembered rule 3
- d) Ivan remembered rule 4
- e) Ivan remembered rule 5

4. From: Cory Bohol  
(cory.bohol@aecel.biz)  
To: Ivan (ivan.dunski@aecel.biz)

Subject: RE: Business plan

Hello Ivan,  
Thanks for your long email about your  
business plan. Unfortunately, it's very  
long (3 pages of A4) so the director  
has asked for a short summary.  
Could you send a shorter version  
(150-200 words)?  
With thanks, Cory Bohol

- a) Ivan forgot rule 1
- b) Ivan forgot rule 2
- c) Ivan forgot rule 3
- d) Ivan forgot rule 4
- e) Ivan forgot rule 5

## Answers

## Task 1

1. Rule 1 Who to send the email to
2. Rule 2 Attachments
3. Rule 3 Capital letters
4. Rule 4 Length
5. Rule 5 Proofreading

## Task 2

1. b) Ivan forgot rule 2
2. a) Ivan forgot rule 1
3. e) Ivan remembered rule 5
4. d) Ivan forgot rule 4