



How to read an e-mail

ACTIVITY 1: Read and study the symbols.

@ = at

/ = forward slash

. = dot

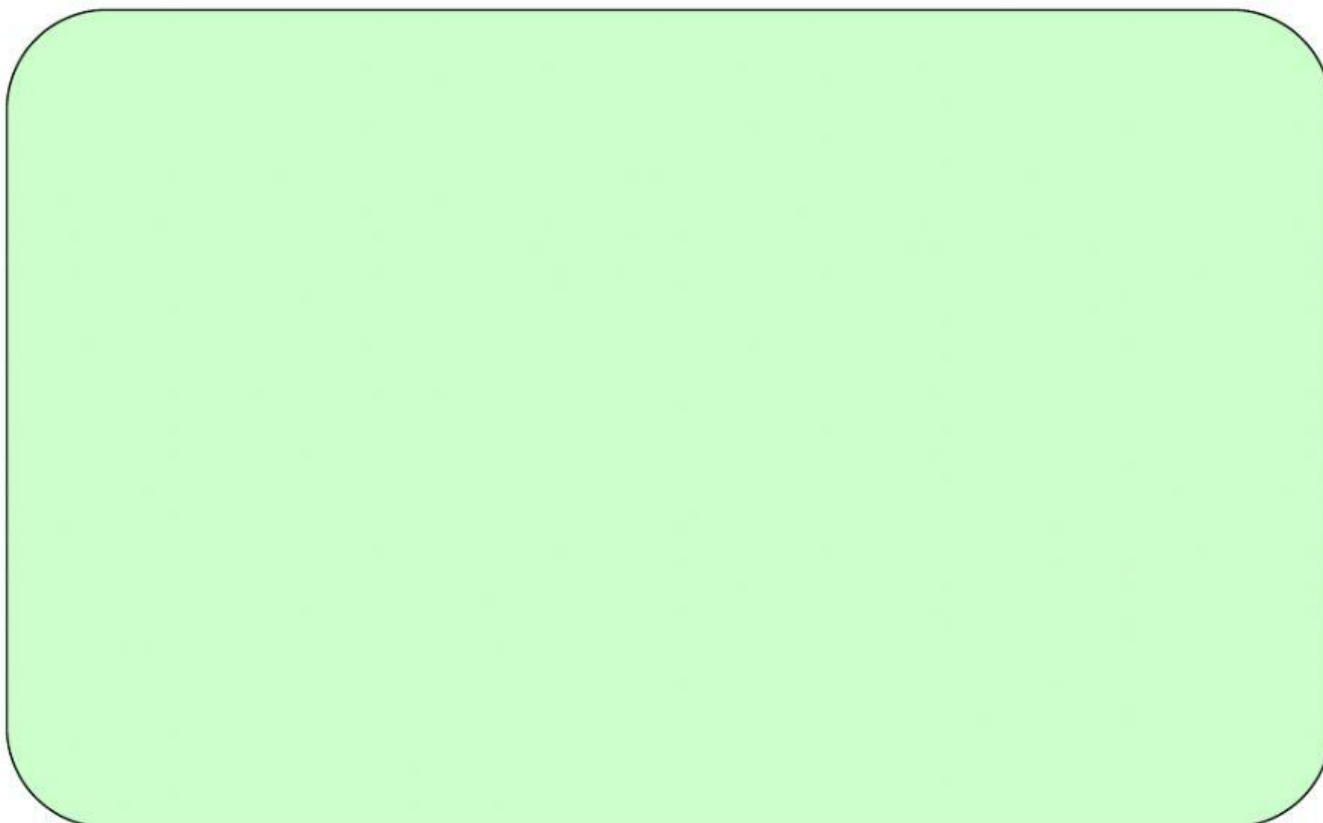
- = dash

 = underscore**all one word** = pablocardenassport

ACTIVITY 2: Match.

1 *go dot fly*a) *go-fly*2 *go dash fly*b) *go_fly*3 *go underscore fly*c) *go/fly*4 *at go fly all one word*d) *go.fly*5 *go forward slash fly*e) *@gofly*

ACTIVITY 3: Watch the video.



ACTIVITY 4: Listen and choose the correct option. AUDIO 35



Customer Call Information	
Name:	Manuel
Phone number:	
Email address:	
Message:	

ACTIVITY 5: Listen and write the correct email and web addresses. AUDIO 36



When you hear this	write this
1 waleed at sports dot com	waleed@sports.com
2 adam at city dot co dot U, K	
3 theo walcott, that's T-H-E-O then W-A-L-C-O-T-T at goalfeast, that's G-O-A-L-F-E-A-S-T all one word dot com	
4 C dot ronaldo, that's R-O-N-A-L-D-O at back-of-the-net, that's B-A-C-K dash O-F dash T-H-E dot net	
5 www dot toyota, that's T-O-Y-O-T-A dot com forward slash customer dash support	
6 www dot orascom, that's O-R-A-S-C-O-M dot com dot E-G forward slash sales underscore one	

ACTIVITY 6: Listen to this phone conversation and complete the questions with the words in the box. AUDIO 37

Is that (x2)

repeat

spell



- What's your surname, please?
- It's Lint.
- Could you (1) _____ that, please?
- Lint.
- Could you (2) _____ that, please?
- L-I-N-T.
- (3) _____ T or D?
- It's T. T for teacher.
- Thanks. And what's the product number?
- It's 17-305.
- (4) _____ 17 or 70?
- Teen. Seventeen. One seven.
- Right. Thanks.