English for Emails

Unit 2: Sending and receiving emails

Task 1

Complete the sentences with the right word.

delete / send / attachment / open / CC / link

1. You can _____ an email to one or more people. When you get an email, you must _____ it before you can read it. With your email, you can include an _____ (like a photo or document).
2. If you do not want to keep an old email, you can _____ it.
3. You can include a _____ to a website in your email. If you are sending someone an email, and you want your manager to see it as well, you can _____ your manager.

Task 2

Complete the sentences.

open / CC / attachment / send / link / delete

1. Hello Sanjay,
   Could you please send the schedule to Mr Aziz at Bisco Ltd when it is ready? Please _____ me, so that I have the document as well.
   With thanks,
   Abdul Qadir
   Managing Director

2. Dear Mr Prabang,
   As we agreed, I am sending the contract as an _____.
   It is a PDF file.
   Please let me know if you have any queries.
   Yours,
   Andrew Mortimer

3. Hi Mustafa,
   Here's a _____ to something I saw today:
   http://learnenglish.britishcouncil.org/en/ielts-interview-skills/dont-get-over-emotional.
   Watch it if you can – it's really funny!!!!!!!!
   Enjoy!
   Hans

4. Dear Mrs Piano,
   I am interested in applying for the post as Account Manager (ref. 23JS56).
   Could you please _____ me further details?
   With thanks,
   Zara Hussein

5. Hello everybody,
   I must apologise. I gave you the wrong dates for this year's conference in my email this morning. So please _____ that email as soon as you can. I will send you the correct dates soon.
   Sorry again for the problem.
   Pietro

6. Hello Andy,
   My computer is very slow this

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LIVEWORKSHEETS

morning. I'm going through my inbox, but it's taking about one minute just to _____ every email. And attachments are even slower. What can I do?
Regards,
Atul

Task 3

You've received the email below. Read it and answer these questions about it.

Reply | Reply to all | Forward | Delete

From: Samir
To: Sales Team
CC: Hatem Trabelsi; Patricia Bartlett
Subject: RE: Meeting next week
Attachments: New proposal.rtf (376KB)

Hello Sales Team,
I've got an idea for next week – see the attached file. I'd like to hear what you think about my suggestion.
I think Hatem and Patricia may be interested, so I've copied them in too. Let's talk more at the meeting next week.

Regards, Samir

1. Who is the email from?
   a) Samir
   b) Sales Team
   c) Hatem Trabelsi
2. What is the name of the attachment?
   a) Sales Team
   b) Meeting next week
   c) New proposal
3. What does the writer want you to do?
   a) contact Hatem and Patricia
   b) read the attachment
   c) organise a meeting
4. Who has received the email?
   a) only you
   b) you and everyone in the Sales Team
   c) you, everyone in the Sales Team, Hatem Trabelsi and Patricia Bartlett

Task 4

What do you select (in the email in Task 3) to do these things?

Reply | Reply to all | Forward | Delete | New proposal.rtf

1. Open the attachment
   _____
2. Write only to Samir
   _____
3. Put the email in your rubbish bin and not keep it
   _____
4. Send the email to another person who has not received it
   _____
5. Send an email to Samir, the Sales Team, Hatem and Patricia
   _____

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