

5 Emails

Email for Beginners: A quick lesson

Let's begin with **email addresses**. These are made up of three parts:

- The person's name, nickname, etc. (for example: bill, bill.williams, bwilliams)
- The @ **symbol** (this means "at")
- The web address where the account is located (for example: SupplyStore.com, cyberlink.net)

So a complete address might look like this: bwilliams@cyberlink.net.

On your email program, you'll see places to enter the address your **message** is going to, the address it is from and the **subject** of the message. Above, or sometimes below, this on the page, you will see a button that allows you to include an **attachment**.

When you receive a message, you have several options:

- Save or **delete** it
- Reply to the sender or **reply to all**
- **Forward** it to someone else

A note on **formal vs. informal style**:

Emails are generally informal. Still, good business etiquette dictates that business **correspondence** should be more formal.

Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 How can email be useful in business?
- 2 What problems can be caused by email?

Reading

- 2 Listen and read the tutorial on email. Then, use the completed table to present emails to the class. Complete the table using information from the tutorial.

| | |
|-----------------------------------|--|
| Parts of an email address | |
| | |
| | |
| | |
| Options after receiving a message | |
| | |
| | |
| | |

Vocabulary

- 3 Match the words (1-5) with the definitions (A-E).

- | | |
|-----------------|---------------|
| 1 __ message | 4 __ formal |
| 2 __ attachment | 5 __ informal |
| 3 __ subject | |

- A being serious and official
 B the main part of an email
 C being relaxed and casual
 D a file that is sent along with an email
 E the title of an email

4 Check (✓) the sentence that uses the underlined part correctly.

- 1 — A Mary's email address is mbrown@bluesky.com.
— B If you forward an email it goes to the trash box.
- 2 — A Click reply to all so that only Jay sees the response.
— B Delete old messages from the inbox.
- 3 — A Names come before the @ symbol in most email addresses.
— B An option indicates what the email is about.

Listening

5 Listen to a conversation between two co-workers. Choose the correct answers.

- 1 What is the conversation mostly about?
A the details of the finance report
B how to create a new email address
C why the man did not receive an email
D a mistake the man made on a report
- 2 What information does the man provide?
A his new email address
B how to forward an email
C the name of an attachment
D which employee he sent the report to

6 Listen again and complete the conversation.

Employee 2: That's 1 _____. I didn't get an email from you today.

Employee 1: I'm sure it went out, since I also sent it to Michelle Richards. She opened it this morning.

Employee 2: Maybe Michelle can just 2 _____.

Employee 1: I'd rather 3 _____ why it didn't arrive.

Employee 2: Well, what address did you send it to?

Employee 1: Let's see. It was BillStephenson@cranstonindustries.com.

Employee 2: Oh, that's it. That's my old 4 _____.

Employee 1: I didn't know it had changed. 5 _____?

Employee 2: It's just B.Stephenson@cranstonindustries 6 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Did you get that ...

I didn't get an email from you today ...

What address did you send it to?

Student A: You sent an important file to Student B. Talk about:

- receiving the file
- investigating the problem
- finding a solution

Make up the name of someone you sent it to.

Student B: Student A tried to send you an email. Talk about:

- receiving the file
- possible solutions
- email address changes

Writing

8 You are a manager and there has been a problem sending email to an employee. Use the conversation from Task 7 and the email tutorial to write an email to all employees that explains the problem and how to avoid it in the future. Talk about:

- The cause of the problem
- How it was solved
- What employees must do to avoid the problem
