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 <u>email address</u> is mbrown@bluesky.com.
   __ B If you <u>forward</u> an email it goes to the trash box.

2 __ A Click <u>reply to all</u> so that only Jay sees the response.
   __ B Delete old messages <u>from the inbox</u>.

3 __ A <u>Names come before</u> the @ symbol in most email addresses.
   __ B An <u>option</u> 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

_____
_____
_____
_____
_____
_____