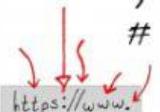


# Practically speaking | Saying email and postal addresses

## 1 How do you say these email and postal addresses?

- 1 peter.tieng@forresters.ca
- 2 alina\_dl@gmail.com
- 3 jobs-info@topcommunications.co.uk
- 4 Accounts Dept, Blair & Browns, 99 Edward Street, Toronto, M5V 2MD
- 5 21 Old School Rd, Glasgow, G21 4YU
- 6 742 Quaker St, Seattle, 98104

Can you say <sup>www.</sup> -  
**EMAIL ADDRESSES**  
**&**  
**WEBSITES**  
 in English?  
 Are you sure? 

▶ **3.3** Listen and check. Practise the addresses with a partner.

## 2 Match symbols and abbreviations 1–8 to meanings a–h.

- |         |            |          |                 |
|---------|------------|----------|-----------------|
| 1 @ ___ | 5 St ___   | a Street | e department    |
| 2 & ___ | 6 Rd ___   | b Road   | f hyphen (dash) |
| 3 . ___ | 7 Dept ___ | c at     | g underscore    |
| 4 _ ___ | 8 - ___    | d and    | h dot           |

## 3 ▶ 3.4 Listen to a phone conversation. Complete the postal and email addresses.

Postal address: \_\_\_\_\_, *Cambridge*, \_\_\_\_\_

Email address: *chris* \_\_\_\_\_

## 4 ▶ 3.4 Listen again. Number expressions a–i in the order you hear them 1–9.

- a Can you spell ... for me? \_\_\_
- b What's the postcode, please? \_\_\_
- c Sorry, can you repeat that, please? \_\_\_
- d Can you give me your address, please? 1
- e Yes, that's right. \_\_\_
- f What's your email address, please? \_\_\_
- g Is that 30 ...? \_\_\_
- h No, it's ... , not ... \_\_\_
- i So that's ... \_\_\_

### Tip | all one word

We don't have a space between two different words in email addresses:  
*info@fastshop.com* = *info at fast shop*, **all one word**, dot com

### Tip | British and American addresses

British and American English use different words in addresses:  
*postcode* (British English) = *zip code* (American English)  
*postal address* (British English) = *mailing address* (American English)

## How to ask for someone's email address

"Could I get your email address?"

"Would you mind telling me your email address?"

"Could you tell me your email address?"

If you want to be super polite, just add a "please" to any of these.

The diagram shows a URL: `https://www.clarkandmiller.com/blog`. Handwritten annotations include:

- "colon" with an arrow pointing to the colon in `https://`
- "https" with an arrow pointing to the `https` part of `https://`
- "forward slash forward slash" with an arrow pointing to the `//` part of `https://`
- Multiple "don't bother" annotations with arrows pointing to the `https://www.` part of the URL, which is highlighted in a grey box.
- "dot" with an arrow pointing to the dot in `www.`

Additional text on the right says: "double-u, double-u, double-u" or "dub-dub-dub" (if you're in New Zealand).

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## How to ask for a website address

"What's the web address?"

"What's the website address?"

"Can I get the website address?"

- = dash  
\_ = underscore  
: = colon  
; = semi-colon  
# = hashtag

Most emails are written in lowercase, but if we want to check that we can ask:

"Lower case or upper case?"

"That's all lower case, right?"

"Any capitals?"

"Any upper-case letters?"

## Here are some useful expressions to use with emails.

- What's your email address?
- Could I get your email address, please?
- What's your company email address, please?
- Is that all lowercase?
- Is that all one word?
- I'll send the email as soon as I get into the office.
- Did you get the email I sent you last week?
- I'm sorry but I haven't had time to reply to the email yet.
- Could you forward me that email, please?
- Could you forward the email to everyone on the list, please?

A: Could you spell that out for me, please?

B: Yes, that's P for parrot, E for egg and T for time – PET.

### Student A

Ask Student B questions to complete their contact details.

Student A	Student B
Pacific Exports Head Office	
62 Bay Rd	
Wellington	
New Zealand	
6011	
dani_jones@nznet.co.nz	

## Student B

Ask Student A questions to complete their contact details.

Student A	Student B
	HR dept, City Hotels
	49 Ardwick St
	Manchester
	UK
	M12 8BG
	ashley.smith@cityhotels.co.uk

[British Council - Email addresses](#)