



## How to read an e-mail

ACTIVITY 1: Read and study the symbols.

@ = at

/ = forward slash

. = dot

- = dash

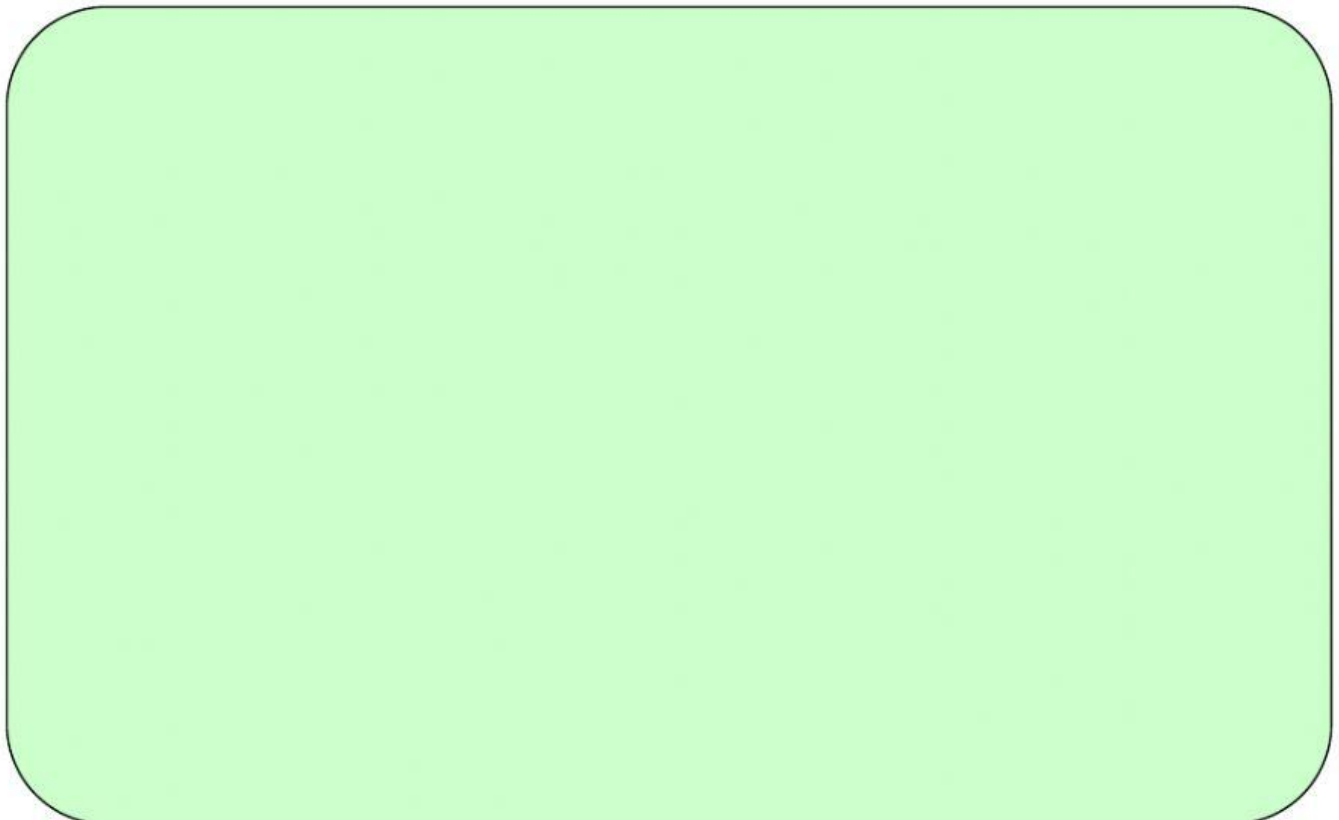
\_ = underscore

**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.