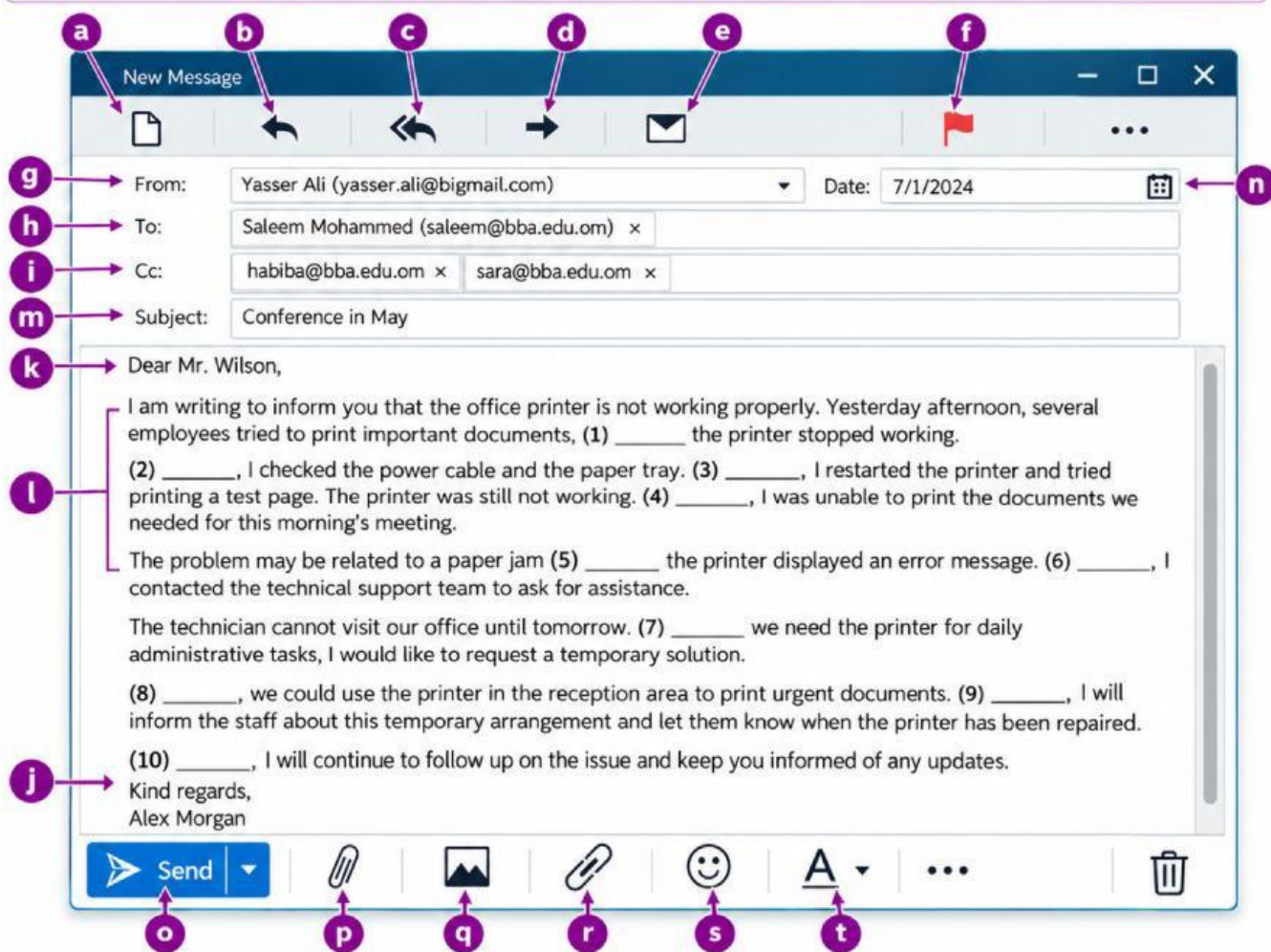


Email Organization and Connectors

1

Label the diagram below with the different parts of an e-mail. Put the number of each item next to the correct letter.

- | | | | |
|----------------------|------------------------|-----------------------|-------------------------|
| 1 _____ new message | 6 _____ greeting | 11 _____ subject line | 15 _____ attach file |
| 2 _____ forward | 7 _____ reply | 12 _____ copy to (CC) | 16 _____ insert picture |
| 3 _____ body of text | 8 _____ recipient (To) | 13 _____ flag | 17 _____ add link |
| 4 _____ send | 9 _____ signature | 14 _____ date | 18 _____ emoji |
| 5 _____ sender | 10 _____ reply to all | 19 _____ format text | |



2

Read the email and complete the gaps (1–10) with the correct connector from the word box.

Word box

and
also
in addition
first

next
then
finally
but

however
although
because
since

so
therefore
in conclusion
overall

3**Reading comprehension**

Read the email again and complete the following questions. Use a connector from the word box to give a complete answer.

- 1 Why is the office printer not working properly?
It may be _____.
- 2 What did Alex do first?
First, _____.
- 3 What other action did Alex take after checking the power cable and paper tray?
Then, _____.
- 4 Why did Alex contact the technical support team?
Because _____.
- 5 When will the technician visit the office?
The technician will visit the office tomorrow, since _____.
- 6 What temporary solution does Alex suggest?
In order to _____, Alex suggests _____.
- 7 What will Alex do after informing the staff?
After _____, Alex will _____.
- 8 What is the purpose of the email?
The purpose of the email is to _____, so _____.

Word box – Answer options

- | | |
|---|--|
| f print urgent documents | j report the printer problem |
| c restarted the printer and tried printing a test page. | g use the printer in the reception area. |
| h and keep Mr. Wilson informed. | d the printer displayed an error message. |
| a the printer has a paper jam. | b checked the power cable and the paper tray. |
| k request a temporary solution, so the staff can continue printing urgent documents. | i informing the staff |
| e he cannot visit today. | l continue to follow up on the issue |