

## BUSINESS EMAIL WRITING

### TALKING POINTS

- How often of you exchange emails with co-workers, clients or business partners?
- Is there anything you pay special attention to when you write an email?
- Is there anything that annoys you about the emails you receive?

### INFOGRAPHIC

Look at the infographic presenting 6 rules of email etiquette. Order them according to their importance and give reasons. Then, compare your list with a partner.

1. why?
2. why?
3. why?
4. why?
5. why?
6. why?

## BUSINESS EMAIL WRITING

1A Your name is Ben Graff. Write to Jean, your team leader. You need her to comment on a monthly sales report you had sent her.

To:

From:

Subject:

1 B Your name is Jean. Reply to Ben. He needs to make some changes in the report (missing figures / factual mistakes). He has 2 days to do it.

To:

From:

Subject:

## BUSINESS EMAIL WRITING

2A Your name is Angela Landis. Write to John Zygadlo at SanCor, your client. You want to know whether they received the latest shipment of your product and whether the invoice has been signed and sent

To:

From:

Subject:

2 B Your name is John Zygadlo. Reply to Angela Landis. You have received the shipment, but there was a problem (missing boxes) so you can't send the invoice.

To:

From:

Subject: