

## Horses for courses – appropriacy in email language

### Teacher's notes

#### Aim

To consider the language of emails and use appropriate language for different contexts

#### What

Writing formal and informal emails

#### Interaction

Pair work

#### 1:1

Complete your own table, then compare your answers with those given by your student

#### When to use

With or any time after task 1 on page 22

#### What you need

One table for each student

#### Preparation

Photocopy the table to provide one for each student.

#### Here's how

1. Ask your students about the typical phrases that they see or use in emails. Write these on the board, and check that everybody understands their meaning. Then explain that they will need these phrases later.
2. Give the students a table each. Ask them to think of concrete people in their lives to fit the roles at the top of the table. They do not have to tell the others who they have in mind. The students individually read through the expressions in the left column, then put a tick under the people who they would be comfortable using these expressions with. (The *office runner* is a young person who is employed to do odd jobs in a business office.) They can choose more than one column. If they feel the expression is inappropriate for everyone, they do not need to tick anything at all.
3. When they finish, ask them to compare their tables with other students.
4. Finally, ask the class to tell you which expressions they agree were inappropriate for certain situations and to suggest alternatives in such cases.

#### Answer key

Informal phrases which are usually only used with colleagues and people you know well, i. e. a close friend, are: 2, 5, 10, 13 and 14. Sentences considered too formal for friends are: 7, 8, 9 and 15. Although 1 is often used in German it should never be used in English emails. Many students might also find 4 irrelevant in an email to the company director.

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		The Managing Director of your company	Your most important client	A new business partner	Your office runner	A close friend
1	Ladies and gentlemen,					
2	Great to hear from you!					
3	Thanks for your email.					
4	Hope you had a nice weekend.					
5	Fabulous news about ...					
6	Are you aware that ...					
7	I would like to enquire about ...					
8	With regard to ...					
9	Due to unforeseen circumstances the delivery has regrettably been delayed.					
10	Sorry about that!					
11	Do you think you could ...					
12	Please let me know by Friday ...					
13	Give me a shout if you have any questions.					
14	Cheers.					
15	Yours faithfully,					