



UNIT 1

INTRODUCTION TO EMAIL WRITING

In this unit, you will:

- Learn and practise essential vocabulary for speaking and writing about emails.
- Explore the commonly used features of email platforms.
- Understand how to structure an email properly.
- Learn and practise good email etiquette.
- Read and listen to examples of professional emails.
- Summarise the key points from this unit and write a professional email.



LESSON 1

Vocabulary for Emails

Subject: Getting the hang of email at work (British Accent):

Dear Maria,

I hope this email finds you well. I wanted to take a moment to share my experience with using email at work, as it's a completely new tool for me.

Firstly, I must say that email has proven to be quite convenient. It allows me to communicate with colleagues and clients efficiently, without the need for immediate face-to-face interactions or phone calls. I appreciate the flexibility it offers, as I can compose and respond to messages at my own pace, ensuring clarity and accuracy in my communication.

However, I must admit that there are a few aspects of email that I find slightly confusing. For instance, understanding email etiquette and appropriate tone can be a bit challenging. I want to ensure that my messages come across as professional and friendly, but sometimes it's hard to strike the right balance. Additionally, managing my inbox and keeping track of important conversations can be overwhelming at times. I'm still learning how to organise and prioritise emails effectively.

Nevertheless, I am determined to get the hang of using email proficiently. I'm actively seeking guidance from colleagues and exploring online resources to enhance my email skills. If you have any tips or best practices that you think might be helpful, I would greatly appreciate your insights.

Thank you for your understanding and patience as I navigate this new communication tool. I'm confident that with time and practice, I will become more comfortable and efficient in using email for work-related purposes.

Best regards,

Tommy Waters





LESSON 1

Vocabulary for Emails

Questions:

1. What are the benefits of using email for work communication, according to the email?
2. What aspect of email does the sender find confusing?
3. How does the sender plan to improve their email skills?
4. What does the sender appreciate about email's flexibility?
5. How does the sender plan to manage their inbox more effectively?

Vocabulary:

Email Address	The unique identifier for sending and receiving emails.
Subject Line	A brief description summarising the email's content.
Greeting	A polite salutation at the beginning of the email.
Attachment	A file or document sent along with the email.
Formatting	The style and layout of the text in the email.
Inbox	The folder where received emails are stored.
Reply	Responding to an email.
Contacts	Information about people stored for easy access.
Gmail	A popular email service provided by Google.
Spam	Unwanted or irrelevant emails, often containing ads.
Signature	Personal information or closing phrase in an email.
Forward	Sending an email to another person.
Read Receipt	A notification confirming that an email has been read.



LESSON 1

Vocabulary for Emails

Vocabulary:

Formality	The level of politeness and professionalism in an email.
Drafts	Unfinished emails saved for completion later.
Trash/ Deleted items	Where deleted emails are stored before permanent removal.
Font	The style and size of the text in an email.
Italics	Text formatting that slants the letters.
Bullet Points	A formatting feature for creating lists.
Numbered List	A list with items numbered in order.
Attachment	A file or document sent along with the email.
Error Message	Notification indicating a problem with sending or receiving.
Spam Filter	Software that identifies and filters out spam emails.
Junk Mail	Unwanted or irrelevant emails, similar to spam.
Best Regards	A polite closing phrase in an email.
Sincerely	A formal closing phrase often used in professional emails.
Netiquette	Internet etiquette, polite behaviour online.
Emoticons	Symbols used to convey emotions in text form.
Abbreviations	Shortened forms of words or phrases.



LESSON 1

Vocabulary for Emails

Vocabulary:

Smartphone	Mobile device with advanced computing capabilities.
Push Notifications	Alerts (for example about emails) received on a mobile device even when the app is closed.
Sync	Synchronisation of emails across multiple devices.
Common acronyms	• FYI (For Your Information) • ASAP (As Soon As Possible) • CC (Carbon Copy) • BCC (Blind Carbon Copy) • ETA (Estimated Time of Arrival)
Common expressions	• Attached please find / please find attached • I look forward to hearing from you • Please let me know if you have any questions • Thank you for your time

Questions:

1. What types of vocabulary do you use in your email communication, and how does it change depending on the recipient?