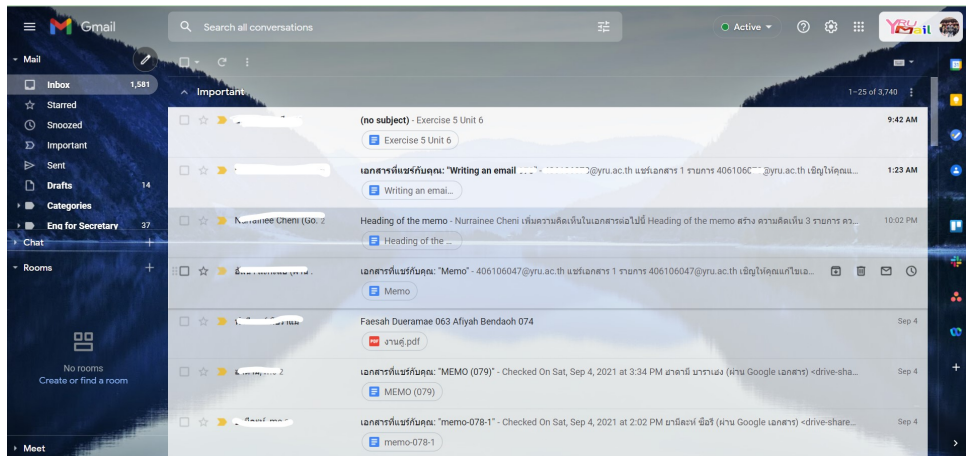


# Unit 7

## Handling emails



### Warmup Questions

1. What are the advantages of using emails at work?

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2. Is it necessary for a secretary to check emails carefully before sending?  
Why?

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## Key Vocabularies

Verb + Noun Collocations
<ul style="list-style-type: none"><li>- send emails to someone</li><li>- handle business emails</li><li>- email someone</li><li>- receive an email</li><li>- reply an email</li><li>- inform someone</li><li>- make an appointment with someone</li><li>- apologise to someone</li><li>- confirm something</li><li>- arrange something</li><li>- attach something</li><li>- forward something</li><li>- cancel something</li><li>- delete something</li></ul>

# Introduction

Email or electronic mail is commonly used in business organizations. It is a means of sending messages between computers. To send and receive email, you definitely need access to the internet. The reason that people use email is that it is faster than the postal service and less expensive than telephone calls. It is also more casual than business letters (Geffner, 2013). Moreover, email can build first impressions when exchanging business transactions (France, 2015). A good business email should be sent to the right person at the right time, in the right way – with the correct information and any necessary attachments.

There are a lot of advantages for using emails in the workplace. For example:

- It is easy to use.
- You can send some attachments with emails e.g. letters, price lists, brochures or reports.
- It can be used both within and between companies.
- It is an effective way to communicate with people all over the world.
- It is useful for short messages and every type of business correspondence e.g. arranging a meeting, sending a request, or passing on information
- You can receive your e-mail while you are travelling via laptop or mobile phone.

However, there are some disadvantages of using emails.

- Sometimes you might face technical problems, such as inability to log into your email address.
- You might not receive the attachment or the attachment is unreadable.
- You might receive a lot of unsolicited mails (junk mails) in your mail box.
- If the internet is slow, it is hard to communicate with people.
- It lacks privacy and security.
- You cannot send confidential information via emails.

Source: adapted from Ashley (2013)

## **Business email rules**

The written style of a business email is similar to letters but it is less formal. You can greet the receiver by beginning your email with Dear Tom, Dear Mr. George or Dear Sir/Madam. You can use complimentary closes such as Yours sincerely, Best wishes, Best regards, Regards. However, it should be noted that the way you begin or end your emails depends on how well you know the recipients or their titles. There are some rules to be aware of when writing or exchanging business emails.

### **Do's**

- Always use correct grammar, spelling, capitalization and punctuation. It is important to check numbers, prices or dates in your email.

- Use appropriate language when writing business emails. It should look professional and convey business-like messages. The tone of your email should be positive.
- Keep your email message short and to the point. Nobody wants to read wordy and complicated emails.
- Try to limit yourself to one topic per message. This will keep your message brief and make it easier for the recipient to answer or file.
- Always proofread your email message. It should be informative and easy to read.
- Check the recipient's email address carefully in order to avoid sending emails to the wrong person.
- Check your email regularly.

### **Don'ts**

- Do not confuse personal messages with business messages. For a business email, you should follow the same rules as writing business letters. You should write clearly, carefully, and courteously.
- Do not use slangs or jargons in your email.
- Do not keep the recipient waiting for your response for too long.
- Do not send confidential documents by email.
- Do not use texting abbreviations such as BTW (by the way), or cu (see you).
- Do not use emoticons to express your feelings such as :- (, :-), :-|
- Do not use negative message or criticize someone in business emails.

Source : adapted from Ashley (2013)

A list of abbreviations that you should avoid when writing business emails are as follows:

AFAIK	as far as I know
B4N	bye for now
BTW	by the way
CU	see you
CUL	see you later
FYI	for your information
IOW	in other words
OTOH	on the other hand
TIA	thanks in advance
TKS	thanks

Source: Pile (2010, p.38)

## **Business email format**

According to Geffner (2013), the email format consists of the following parts:

### **1. Send to**

In this part you enter the email address of the recipient

e.g. [keithsimkin@yahoo.com](mailto:keithsimkin@yahoo.com), [wanpen@gmail.com](mailto:wanpen@gmail.com)

or [patraporn@udru.ac.th](mailto:patraporn@udru.ac.th)

## **2. Copy to**

In this part you enter the email address of other people that you would like to receive your email. For instance if you wish to arrange a board meeting, you might like to invite key persons to the meeting, such as the vice president or all department managers. However, it is essential to check their email address carefully before sending.

## **3. Subject**

In this part you enter the topic of your email such as appointment, hotel booking, flight details, short term plan or company project. It should be noted that the subject should be brief, simple and informative. The reader should be able to tell straight away what the email is about from the subject line.

## **4. Message**

In this part you provide information for the recipient and that information should be relevant to the subject. It is professional to begin by greeting the recipient and close your email by using proper complimentary close. When dealing with clients, it is appropriate to use polite language.

## **5. Attachments**

In this part you may attach files or documents for the recipient such as resume, business itinerary, minutes of the meeting, sales report or letter of order. When sending business emails, you should consider the recipients. For instance you should not attach too many files with one email or the file should not be too large, otherwise the recipient might not be able to download or read it. This can waste their valuable time. You should also make sure that the attached file does not contain virus or any confidential material.

# Business email language

When writing business emails, language use should be polite, appropriate and concise.

## 1. Salutation

Informal	Formal
Hi Nadia, Hello Steve, Hi Kim,	Hello Mr. Josh, Dear Mr. Alex, Dear Miss Jira, Dear Dr. Riach, Dear Assoc. Prof. Patra,

## 2. Complimentary close

Informal	Formal
- See you. - I'll talk to you later. - Have a nice day.	Kind regards, Best regards, Best wishes, Yours sincerely, Yours faithfully,



<ul style="list-style-type: none"> <li>- Take care.</li> <li>- Regards,</li> <li>- Cheers,</li> <li>- Many thanks,</li> </ul>	<ul style="list-style-type: none"> <li>- I look forward to meeting you.</li> <li>- I look forward to a positive reply from you soon.</li> <li>- Please feel free to contact me if you need more information.</li> <li>- Please do not hesitate to call if you need further details.</li> </ul>
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### 3. Common polite expressions

#### Neutral

- Thanks for inviting me for lunch next Thursday. I'll be there.
- Thanks for your help for the project. I'll see you later.
- Can you send me the proposal? It's urgent.
- Can you send me the list of the new management team please?
- Can you call Mr. Frank this afternoon?
- Please note that we have received your order. We will process it right away.
- Please find attached our budget plan for 2017.
- Attached please find an agenda for the board meeting on 2<sup>nd</sup> January.
- I have attached a business itinerary for Mr. Wilkins.

#### Formal

- Thank you for your email about the meeting on Friday. I regret to inform you that I will be unable to attend as I have to take care of visitors from Denmark on that day.

- We are pleased to confirm that your proposal has now been approved.
- This is to confirm that the conference room has been booked from 12-14 August 1018. The booking conditions are as follows:
- We are pleased to inform you that the President will be available for an interview with Mr. Parker on 5<sup>th</sup> July at 10am. The location is Meeting Room 3, Naraya Building 9<sup>th</sup> Floor.
- We would like to apologise for the delay of the shipment No. MSN09-188571. This is due to unforeseen circumstances.

## **Email samples**

### **Email 1**

Dear Tom,

Thank you for your email. Please see the quotation for the printer below.

Regards,

Ian

### **Email 2**

Dear Anne,

Could you give me a call at 1109. I just want to discuss the project in Vietnam.

Regards,

Susan

### **Email 3**

Dear Dr. Taworn,

Thank you for your email about the visit to our factory on 11 June.

Unfortunately, Mr. Smith is out of town on that day. He will be back on 13 June. If there is anything that I can help, please let me know.

Regards,

Ladda

## **Language Practice**

### **Exercise 1**

**Instructions:** Work in pairs. Read the following email messages carefully and decide whether they are neutral or formal.

1. We are pleased to inform you that your order No. HK09987 has been shipped on the Queen Victoria and it should reach you within 15 days.

(neutral/formal)

2. Just to let you know that I'll be away for a few days. I'll get in touch.

(neutral/formal)

3. Thanks for your order for the leather sofa. I'll give you shipment details by next week. (neutral/formal)

4. I got your fax. Thanks. (neutral/formal)

5. We have attached our purchase order No. QE1047. (neutral/formal)

6. Can we meet at 11am.tomorrow? (neutral/formal)
7. 11am sounds great. See you then. (neutral/formal)
8. I would like to inform you that Mr. Ashley cannot take part in the opening ceremony on May 15<sup>th</sup> due to his illness. (neutral/formal)
9. Can you please send us the name list of participants from your university?  
(neutral/formal)
10. Kindly note that the sea view rooms are fully booked in January. Would you consider garden rooms?(neutral/formal)
11. I'm back in the office. Pretty tired. I'll talk to you later. (neutral/formal)
12. Mr. Simon from Unicorn would like to have an appointment with the President on Monday July 22<sup>nd</sup>. He would like to discuss cooperation between the two companies. What time would be convenient for him please?  
(neutral/formal)
13. Please find attached the powerpoint presentation for our new products. If you would like to change or add something, please let me know.  
(neutral/formal)
14. Would you like me to book accommodation and arrange airport pickup for Mr. Makoto?(neutral/formal)
15. I need your ideas about the ads logo. When is good for you?  
(neutral/formal)
16. I think you sent me the wrong file. Can you send it again? (neutral/formal)
17. I hope that helps. See you soon. (neutral/formal)
18. It would be grateful if you could book the accommodation for Mr. John and his team on 11 – 13 May 2018. (neutral/formal)

## Exercise 2

Instructions: Fill in the blanks from the words given below.

*hearing meet agenda apologise make convenient*  
*hesitate hear appointment send confirm note sorry*  
*attached seeing*

1. I look forward to ..... you.
2. Please find ..... our quotation for office equipment.
3. Could you ..... us the itinerary of Mr. William please?
4. I am ..... Mrs. Fiona's schedule is full on that day.
5. Can I have the ..... for sales staff meeting please.
6. This is to ..... that our Production manager Mr. Prateep Burirak will visit your factory on Monday 6<sup>th</sup> June.
7. Please ..... that the meeting has been postponed until May 25<sup>th</sup>.
8. Would it be possible to have an ..... with Prof. Howard on Monday?
9. I would like to ..... for the delay of our winter collection catalogue.
10. I hope to ..... from you soon.
11. Please do not ..... to contact us if you need more details of our products.
12. When would be ..... to meet Dr. Sujin please?

**Exercise 3**

Instructions: Improve the following emails

**Email 1**

I need the ticket to Paris by Friday.

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**Email 2**

Tell Frank I cannot meet him at the airport.

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**Email 3**

Call Jacky to cancel the appointment. I'm busy.

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**Email 4**

I want the roomrate for the deluxe room.

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**Email 5**

Pick me up at the airport on Monday at 10am.

.....  
.....

**Email 6**

Come to my office tomorrow. We need to talk about the production figures.

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**Exercise 4**

Instructions: Work in pairs. Write a complete email from the following situations.

**Situation 1:** You are a secretary. Send an email to the President, Mr. Donald Morrison to inform him about the appointment with CEO of Tetra Pak Sweden, Mr. Clark Spencer on August 23, 2018, 10.00 a.m. at the Regent Hotel Bangkok

To: [morrison@yahoo.com](mailto:morrison@yahoo.com)

From:

Date:

Subject:

Dear .....

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**Situation 2:** You are a secretary to the Finance Director. Write an email to all Head of Departments to remind them to finish the short term plan by the end of the month and email it to the Finance Director, Mr. Bruce Jones.

To:

From:

Date:

Subject:

Dear .....



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