

ENGLISH FOR BUSINESS

WITH THE INSPIRE ACADEMY



COMMUNICATION 'COMMUNICATION'

EMAIL ETIQUETTE

WHEN CONSTRUCTING BUSINESS EMAILS, YOU MUST BE **BRIEF, CLEAR AND PRECISE. ADDRESS YOUR INTENTIONS** WITHOUT GOING INTO MORE DETAIL THEN NECESSARY.

SUBJECT

Keep the subject as short as possible, with just the general topic of the email.

E.g. Information about your puchase enquiry

If you are emailing a general email address but would like the mesage to be received by someone in particular, you can use...

E.g. For the attention of Mr Jones E.g. Fao Mr Jones

SALUTATION

- Good morning/afternoon/day
 Dear Sir/Madam Mr/Mrs

If you are contacting a good associate, you can start with 'Hi' and their first name. E.g. 'Hi John,'

FROM
то
SUBJECT
Salutation
Reason
Content
Closing statement
Sign off
Signature

CONTENT

Making a preposition

I would like to

request + know if it would be possible

Responding to a request or appliction

We have recieved your unfortunately it is not possible + request +application we would like to offer you...

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CONTENT

Making a proposition

I would like to + request / know if it would be possible / know if you would consider

Introducing a subject

I would like to introduce...

Responding to a request or appliction

We have recieved your request/application + unfortunately, that will not be possible

Asking for information

- Could provide some information regarding...
- Do you have any information

Attaching a file

• Please see the attached file...

Making a complaint

I would like to + draw something to your attention / make you aware of

When you can't confirm particular information

• Unfortunately, we do not have any knowledge of...

Providing further help

If you need any further help and/or information, please do not hesitate to contact us

+ unfortunately, that will not be possible we would like to offer you...

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ENDING THE EMAIL

Requesting a fast response

• Please could you let me know as soon as possible (ASAP)

Waiting for a response

- Thank you for your time / in advance
- I look forward to hearing from you

Signing off

• Best wishes

- Kind regards
- Cordially

• Sincerely

- Thanking you
- Faithfully

Email signature

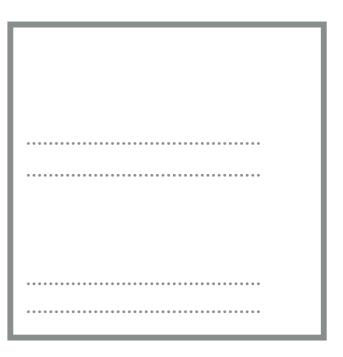
This is your professional information that features at the bottom of an email. Using the example, create your own.

Signatur

FULL NAME JOB TITLE + COMPANY



(+01) 12 34 56 78 NAME@EMAIL.FR



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EXAMPLE

Read the example email provided and write a suitable response using the phrases you have learned.