

Unit 4: Email & Memo



“
When you play, play hard;
when you work, don't
play at all.

-- Theodore Roosevelt

”

- Learn and practice vocabulary related to email and memo writing.
- Listen to conversation in a workplace.
- Read a short passage about email.
- Practice writing basic sentences.

WARM-UP

Email and You

- A1. Answer the questions below. Then ask a friend the questions. Write your friend's answers in the box. Compare your answers.

	My Answer	My Friend's answer
Do you check your email every day? If yes, how many times a day?		
On average, how many emails do you send a day?		
About how much time do you spend on email every day?		
What percentage of your emails are for work or school communication?		
What do you usually use your email for?		
What do you like about email?		
What do you NOT like about email?		

Vocabulary

A2. Match each word in the frame with the correct definitions.

- a. brief
- b. correspondence
- c. expect
- d. intended
- e. offensive
- f. proper
- g. received
- h. recipient
- i. related
- j. universal



- _____ 1. Short
- _____ 2. Email
- _____ 3. Violent
- _____ 4. Get; obtain
- _____ 5. Connected; link
- _____ 6. Predict; believe
- _____ 7. Planned or meant
- _____ 8. General; common
- _____ 9. Appropriate; suitable
- _____ 10. A person who gets something; receiver

Listening & Reading

B. Listen and complete the following text with the words in the previous page.

Email Etiquette

Have you ever (1) _____ email that left you wondering about the person who sent it? Or worse, have you ever sent an email that you later regretted?

Before you click “send” on any email, take a minute and give it an extra read-through. Effective use of email can put you in a positive light with your supervisor and may even give you an edge when it's time for a promotion.

01 Stay away from offensive comments

Avoid (2) _____ comments in your email. This includes racist, sexist, or negative remarks about another person or company. If you receive an offensive email, don't reply or forward it to anyone. Never use email to say anything that can be misunderstood to your boss.

02 Don't shout

Remember that when you type in all caps, your email comes across as shouting. Some people think it makes their message easier to read, but that isn't the case. Use a font that is easy on the eyes when read in standard case letters.

03 Edit your messages

Edit your emails before you send them. Go over all emails to make sure you have (3) _____ grammar. You always want to present yourself as a professional in (4) _____. Check personal email after you finish writing it to make sure it gets your (5) _____ point across. Dropping a single word can change the meaning of a sentence.

04 Familiarize yourself with email tools

Know the tools and types of email. This includes “to,” “cc,” “bcc,” and subject lines.

- The main (6) _____ should be in the “to” field.
- When you need to copy someone, you would normally add that person to the “cc” or carbon copy field.
- If someone needs to be copied without the others on the list receiving his or her email, use “bcc” or blind carbon copy.

You should always fill in the subject line for a business (7) _____

email, and it is preferred in personal email. Keep the subject line as short as possible and only have one topic per mailing.

05 Keep it brief

Most people prefer (8) _____ emails rather than long, wordy messages. If possible, state your point in a couple of sentences.

For a longer message start with an introductory paragraph letting people know the basics.

If you have more than one topic, split your message into more than one mailing, with one topic per email.

06 Close With Courtesy

You might have your favorite email closing line, but you should always consider your relationship with the correspondent and the reason for the email when signing off. Here's a quick peek at some commonly used taglines and the message they convey:

- **Sincerely:** This is a (9) _____ closing sentiment and 100% appropriate in most situations, but it can be seen as a bit stuffy or off-putting for correspondence with someone you know well.
- **Best regards:** This phrase is professional, but with some warmth. It's common for business emails that are less formal, such as between co-workers who work together somewhat frequently. This can be shortened further to "**Regards**" when emailing someone familiar.
- **Best:** This sign-off is simply a shortened version of "**Best regards**" and can imply positive feelings.
- **Respectfully:** This is a formal sendoff that's appropriate when emailing the CEO, Chairman of the Board, or a high-level company executive.
- **Yours truly:** Often considered a bit stuffy for email, this closing may be best used for more formal correspondence such as a printed letter.

07 Sign your name

Don't forget to sign your emails. The recipients may get annoyed if they have to scroll up and figure out who sent them the message.

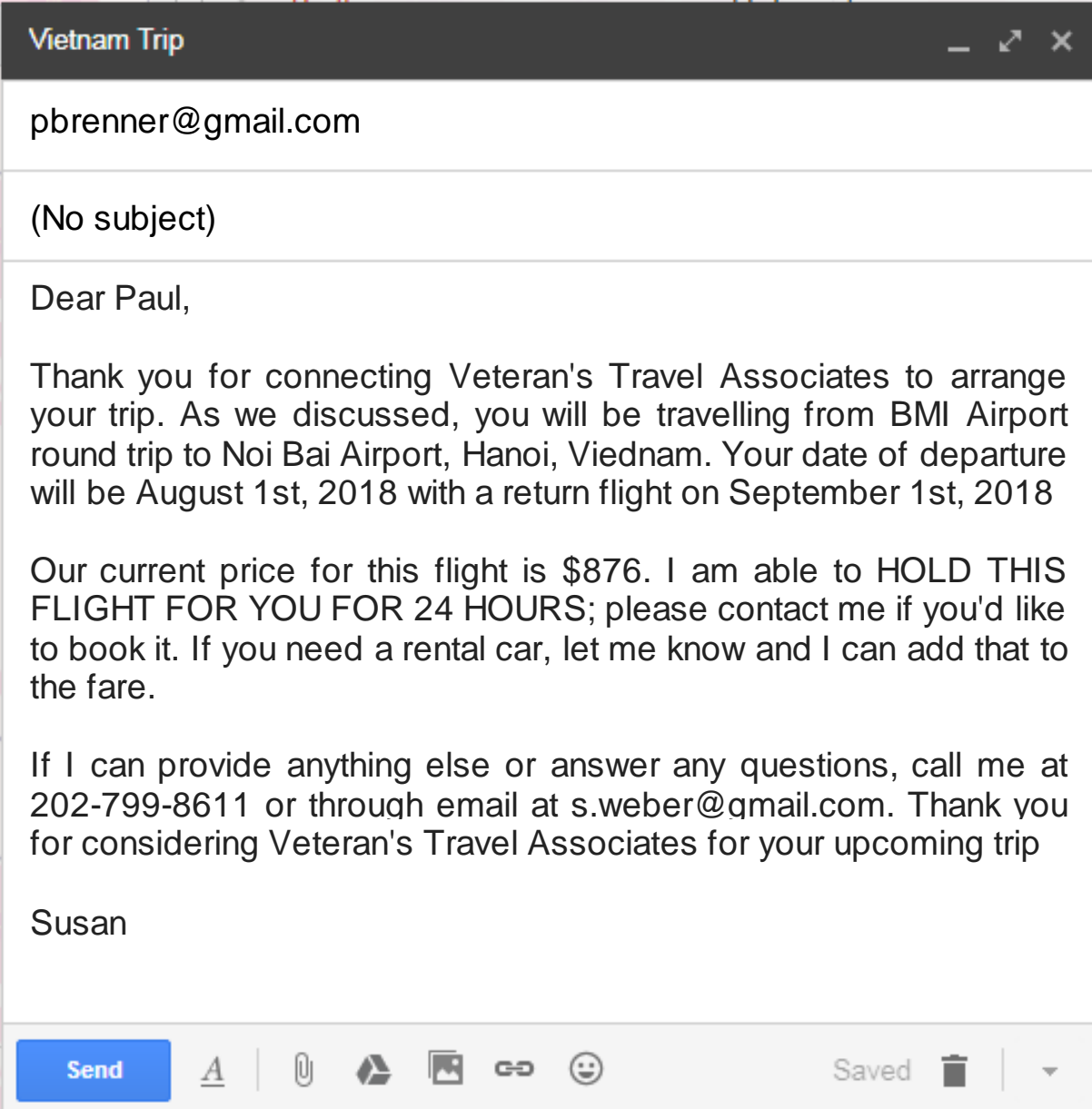
If you (10) _____ a response by phone, be sure to include the number, even if you know the person has it on file. The purpose of email is to save time, and having to stop what he or she is doing will slow things down.

If you have a signature line, keep it updated with the proper email address and phone numbers.

Adapted from <https://www.thespruce.com/importance-of-proper-email-etiquette-1216846>

Reading comprehension

Now, look at this sample email and answer questions below.



The screenshot shows an email composition window titled "Vietnam Trip". The recipient is "pbrenner@gmail.com" and the subject is "(No subject)". The email body contains the following text:

Dear Paul,

Thank you for connecting Veteran's Travel Associates to arrange your trip. As we discussed, you will be travelling from BMI Airport round trip to Noi Bai Airport, Hanoi, Viednam. Your date of departure will be August 1st, 2018 with a return flight on September 1st, 2018

Our current price for this flight is \$876. I am able to HOLD THIS FLIGHT FOR YOU FOR 24 HOURS; please contact me if you'd like to book it. If you need a rental car, let me know and I can add that to the fare.

If I can provide anything else or answer any questions, call me at 202-799-8611 or through email at s.weber@gmail.com. Thank you for considering Veteran's Travel Associates for your upcoming trip

Susan

The bottom of the window shows a "Send" button, a toolbar with icons for text formatting, attachments, images, links, and emojis, and a "Saved" status with a trash icon.

C1. Find and correct the mistakes in the above email.

C2. Discuss the reasons you with your friends.

Grammar

D1. Sentence

What is a sentence?

A sentence is a group of words that makes a complete sense. A sentence has 2 main parts which are a subject and a predicate.

There are various types of words or phrases that could act as the subject of a sentence. However, nouns and pronouns are used the most frequent.

A verb is an important part of the predicate. Since there are various types of verbs, the predicate consists of different forms as explain below.

D2. Sentence Patterns

Pattern 1

Subject + Verb to Be + Adjective
You are fat.

Pattern 2

Subject + Verb to Be + Adverb (of Place/Time)
He is in the toilet.

Pattern 3

Subject + Verb to Be + Noun
It is an alien.

Pattern 4

Subject + Linking Verb + Adjective
He seems upset.

Pattern 5

Subject + Linking Verb + Noun
It looks an interesting book.

Pattern 6

Subject + Intransitive Verb
This little pig swims.

Pattern 7

Subject + Transitive Verb + Object
I bought a new car.

Pattern 8

Pattern 8A

Subject + Transitive Verb + Indirect Object (persons) + Direct Object (items)
They sent him letters.

Pattern 8B

Subject + Transitive Verb + Direct Object (items) + Preposition + Indirect Object (persons)
They sent letters to him.

Pattern 9

Pattern 9A

Subject + Transitive Verb + Object + Noun
The Americans choose him President.

Pattern 9B

Subject + Transitive Verb + Object + Adjective
The public considered him brilliant.

Pattern 9C

Subject + Transitive Verb + Object + Adverb (of Place)
We supposed him upstairs.

Pattern 9D

Subject + Transitive Verb + Object + Pronoun
She adopted the children hers.

Pattern 9E

Subject + Transitive Verb + Object + Prepositional Phrase
We supposed the party on Saturday.

Pattern 9F

Subject + Transitive Verb + Object + Present Participial Phrase
I heard my neighbor crying last night.

Pattern 9G

Subject + Transitive Verb + Object + Past Participial Phrase
We recommended this room repainted as soon as possible.

Pattern 9H

Subject + Transitive Verb + Object + Infinitive Phrase with "be"
The committee elected Bob to be a chair person.

You can see from the table that writing a sentence is not difficult at all. All you need to check is ...

1. Do you have a subject already?
2. Do you have a verb already?
3. Does the verb you choose need an object?
4. Does your sentence make sense? It might need some other parts.
5. Do not forget the punctuation mark (full stop, question mark, etc.)

D3. Exercise

Re-arrange the following words to form a meaningful sentence.

1. a / fly / in / is / my / soup / there / .

.....

2. a / girl / nice / seems / she / .

.....

3. a / Eddy / became / movie / star / .

.....

4. a / bought / brother / dress / for / girl / my / that / .

.....

5. a / fancies / he / himself / singer / talented / .

6. are / going / my / new / out / roommates / .

7. are / fishing / in / stream / the / they / .

8. asked / him / his / name / she / .

9. beautifully / she / sings / .

10. boxing / he / his / son / taught / Thai / .

11. boy / got / little / the / tired / .

12. cat / cute / photographed / that / they / .

13. durian / smells / sweet / this / very / .

14. exercise / good / is / jogging / .

15. glass / in / is / the / the / warm / water / .

16. he / his / phones / sells / .

17. I / everything / perfect / want / .

.....

18. I / coffee / like / my / quite / strong / .

.....

19. is / Jack / my / name / .

.....

20. meeting / the / was / yesterday / .

.....

References

<https://en.oxforddictionaries.com/grammar/sentences>

<https://www.englishclub.com/grammar/sentence/what-is-a-sentence.htm>

Homework

Compose an email to your teacher; explain the reason you have to miss the class yesterday. Ask if your teacher could give you the make-up quiz.