Name: _____ Date: _____

# Writing Emails
# CLB 3

## Table of Contents

## Introduction to Emails

Did you know?       The word **email** is short for **e**lectronic **mail**.

**Instructions***:*

1. Work with a partner to answer the questions.
2. Share your answers with your class.

---

1. Why do people write email messages?

   _____

   _____


2. Why are capital letters, commas, and periods important?

   _____

   _____


3. Who do people send informal emails to?

   _____

   _____


4. Who do people send formal emails to?

   _____

   _____


5. Give examples of email programs (e.g. *gmail*).

   _____

   _____

## Vocabulary & Email Icons

It is important to understand email vocabulary.

## Email Vocabulary:

advertisements:      **NOUN** words or pictures about a product, job, or service

attachment:          **NOUN** a document you send with an email

Carbon Copy (CC): used to send a copy of an email to another person

format:              **VERB** to change the font, colour, etc. of a text

formal:              **ADJ** good for official or important situations

indent:              **VERB** put space at the beginning of a line

informal:            **ADJ** relaxed and friendly

postmaster:          **NOUN** the controller of a mail server (Ex: gmail, yahoo)

professional:        **ADJ** formal; business style

proofread:           **VERB** to read and correct a person's writing

recipient:           **NOUN** a person who gets something

section:             **NOUN** a part

sender:              **NOUN** a person who sends something

spam:                **NOUN** advertising sent by email to people; we don't ask for it

subject:             **NOUN** the topic of the email

## Email Icons/Signs:

Compose (Write) Message

Send Message

Attachment

**@**               "At" sign

## Instructions:

1. Fill in the blanks with the "email vocabulary" words.

---

1. You apply for a job online. Add your resume as an _____.

2. Your email address was not correct. You may get a message from the

   _____.

3. You are the _____ of the email message. You should

   proofread the message. Then you should send it.

4. You are going to apply for a job. You should use a _____

   email address.

5. Write a short _____. Do not write a sentence.

6. I often see _____ about travel in my email inbox.

7. Check the email address of the _____. Is it correct?

8. You are applying for a job. You should write a _____ email, not an informal one.

9. 90% of the emails we get are _____ messages from businesses or people we don't know.

10. We usually write _____ messages to our friends or family.

11. Use _____ to send the same message to 2 + people.

12. _____ your message. Then send it. Mistakes don't look good.

13. The body of your email should have three _____.

14. Don't change the _____ of an email or _____ the first line. All sentences can start at the left.

## Email Addresses

People communicate a lot with email. You can make a new email address for free. *Google* and *yahoo* are two websites you can use.

Your email address will have 5 parts:

letters and/or numbers + @ + letters + . + com **OR** ca **OR** org **OR** net

    e.g.   Halimaali12@gmail.com       Helen.Dhong@yahoo.com

Do not put spaces in the email address. Your email address should be professional for formal or business emails. It should have a part of your name in it.

---

**Question**:

Which email below looks more professional: Email a, b, or c? Why?

    a. mountain.lover76@gmail.com
    b. 156879jh@gmail.com
    c. stephanie.macdonald@gmail.com

_____

_____

---

**Instructions***:*

    1. The addresses have one mistake. Write the mistake on the line.

1. samer123gmail.com _____

2. hyper lisa@yahoo.com _____

3. dani_in_korea@yahoo.co _____

4. tajmahalrestaurant@ca _____

5. stephanie@hotmailcom _____

What is a good professional email address for yourself?

_____

# Section 1: Recipients

==Recipient = who gets the email==

==Type the recipient's email address correctly. Check the address. Then== send the message. The recipient does not get messages with bad addresses.

You might get the message below. Then you should go to your sent emails and look at the address you typed. Then resend the message.

> *"Delivery has failed to this recipient. The email address you entered could not be found. Please check the recipient's email address and resend the message."*

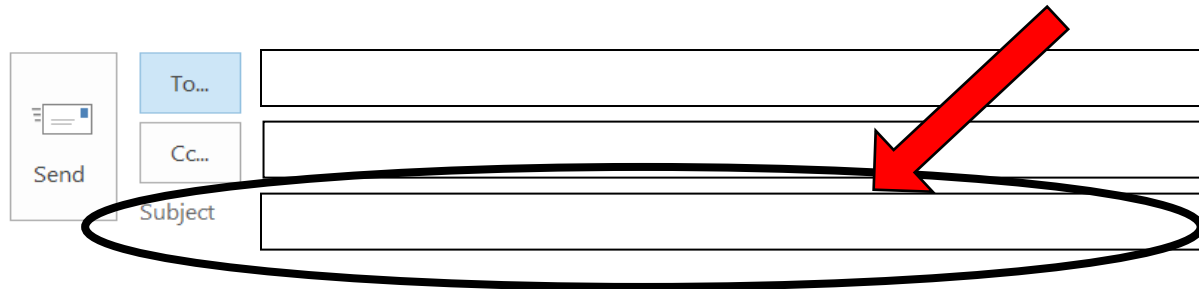Send a message: Put the recipient's email address in the ==**"To:"** box==.

==Send the same message to many people: Use the== **"CC:"** box.

==Send a message, but you want to hide the email address== (so others cannot see who you are sending the message to): ==Use the== **"BCC"** ==box.==

## Section 2: Subject

The subject should be the topic of the message. What are your writing about?

The subject is under the "To:" box, and above the email message.



A good subject should be short.

- It can be a word or two, or a phrase.
- It does **not** need a verb (it should not be a sentence).
- It should not be written in all caps (LIKE THIS).

---

**Question**:

You are writing to your teacher about missing class. Which subject (1, 2, or 3) is best? Why?

Subject 1: I have to miss class today because I am sick.

Subject 2: Missed class: July 10

Subject 3: NOT COMING TO CLASS TODAY!!

_____

_____

---

**Instructions:**

1. Write a good subject.

1. Invite your best friend for lunch:

   _____

2. Tell your boss you will be late for work one day next week:

   _____

3. Ask your co-working to take your shift:

   _____

4. Ask your child's teacher for a meeting:

   _____

5. Tell your family about a vacation:

   _____

## Section 3: Greetings

Write a greeting at the beginning of the email. The greeting says "hello" to the recipient.

Start your greeting with a capital letter and end your greeting with a comma (,), colon (:), or semicolon (;). Formal emails use all three. Informal emails use commas and sometimes exclamation points(!).

Spell the recipient's name correctly and use a capital letter for first name (Stephanie), last name (Jones), and the title (Ms.).

There are formal and informal greetings. Look at the greetings in the table.

| More Formal Greetings | More Informal Greetings |
|---|---|
| - Dear Mr. Smith,<br>- Dear Ms. Hernandez,<br>- Dear Mrs. Ritter,<br>- Dear Sir;<br>- Dear Madam;<br>- To whom it may concern: | - Hi John,<br>- Hey Dani,<br>- Hi guys,<br>- Hi all,<br>- Sonny! |

**Instructions**:

1. Write a good greeting.

---

1. An email to your supervisor. Her name is Naomi Khan.

   _____

2. An email to your best friend. His name is Young Shin.

   _____

3. An email to your child's teacher. His name is David Adams.

   _____

4. An email to a company about an online order. You do not know the person's name.

   _____

## Section 4: the Email

The email usually ==has three parts==. Emails should not be long, so do not write a lot of information in each part.

Don't change the font size or colour. Also, we don't usually indent the first line. An indent moves the line to the right 5 or 10 spaces.

==Leave a space after== the greeting and all parts of the email. Look at the example below.

---

**==Greeting==** (see Section 3)

*SPACE*

**Part ==1:== ==Introduction & Reason for Writing==**

*SPACE*

**Part 2:** ==Details==

*SPACE*

**Part 3**: ==Closing & Possible Thanks==

*SPACE*

**==Signature lines==** (see Section 5)

---

**Part 1: <mark>Introduction & Reason for Writing</mark>**

In part 1<mark>, introduce yourself to</mark> people you don't know.

Example: <mark>My name is _____</mark>.

<mark>Say why you are writing the message.</mark>

Example: <mark>I am writing this email because</mark> _____. (<mark>form</mark>al)

Example: <mark>Do you want to have lunch? (informal)</mark>

Do not write details here.

**Instructions***:*

1. Write 1 or 2 sentences for part 1 of each email.

---

1. You are writing to your child's teacher. You want to have a meeting. Introduce yourself and say why you are writing the message.

   _____

   _____

   _____


2. You are writing to your boss to plan your vacation. Remind them what department you work in and why you are writing the message.

   _____

   _____

   _____


3. You are writing to your best friend. You want to watch a movie this weekend. Ask how they are and say why you are writing the message.

   _____

   _____

   _____

In part 2, give the details about the reason you are writing. For example, you want to meet a friend for lunch. The details are a possible day and time. You can also suggest a restaurant or a place to meet. Also, you want to apply for a job. The details are reasons you are good for the job.

**Instructions:**

1. Write a few sentences for part 2 of each email.

---

1. You are writing to your child's teacher. Give details about your when you can meet and what you want to talk about.

   _____

   _____

   _____

   _____

   _____

2. You are writing to your boss to plan your vacation. Give details about when you want to take the vacation (dates, etc.)

   _____

   _____

   _____

   _____

   _____

3. You are writing to your best friend. You want to watch a movie with them this weekend. Give details about the movie you want to watch. Suggest a day, time and place to meet.

_____

_____

_____

_____

_____

_____

**Part 3: Closing**

In part 3, you close the email.

- You can ask the recipient to reply to your message.
- Tell them you will be happy to get a reply.
- You can tell them what you want next.
- Tell them about attachments.
- Say thank you for a past or future action.
- In formal messages, you might give them your contact information.

Common expressions for this part are:

Please contact me about this.

I look forward to your reply.

I look forward to hearing from you.

Please contact me with any questions.

Please let me know when you are available to meet.

Call me when you have a minute. (more informal)

Please find attached my resume.

Thank you for thinking about my request.

Thank you for your time.

You can contact me at _____ (phone number or email)

**Instructions**:

1. Write a few sentences for part 3 of each email.

---

1. You are writing to your child's teacher. Tell them that you look forward to meeting them and ask for a reply.

_____

_____

_____

_____

2.  You are writing to your boss to plan your vacation. Ask: Do you need any other information from me? Thank them.

_____

_____

_____

_____


3.  You are writing to your best friend. You want to watch a movie with them this weekend. Ask them to call you back to say yes or no.

_____

_____

_____

_____

## Section 5: ==Signature Lines==

This section is a ==polite way to end an email==. It ==starts with a capital letter== and ends with a comma. This section says goodbye. In informal emails, you might use the word goodbye or bye.

In formal emails, you should have a goodbye word or phrase, and your first and last name. Your name goes on the line under the goodbye. Sometimes informal emails don't have a good bye word or phrase. You might only write your name. In informal emails, don't write your last name.

| Formal | Informal |
|---|---|
| Sincerely,<br>(First & Last Name) | See you soon,<br>(First Name) |
| Best Regards,<br>(First & Last Name) | Cheers,<br>(First Name) |
| Respectfully,<br>(First & Last Name) | Bye for now,<br>(First Name) |

**Instructions***:*

1. Write the appropriate signature lines. Include your name.

---

1. An email to your supervisor.

   _____

   _____


2. An email to your best friend.

   _____

   _____


3. An email to your child's teacher.

   _____

   _____

4. An email to a company about an online order.

_____

_____

5. An email to all your classmates.

_____

_____

## Put the Practice Emails Together

**Instructions**:

1. Put the practice email parts from above together. Do not forget to leave a space after each part.

2. Include a subject, greeting and signature lines.

**Email 1: Write to your child's teacher. Set up a meeting to discuss your child's progress.**

| | | |
|---|---|---|
| Send | To... | GreatTeacher@gmail.com |
| | Cc... | |
| | Subject | |

_____

_____

_____

_____

_____

_____

_____

_____

_____

**Email 2: Write to your boss to plan your vacation.**

To... SuperBoss@yahoo.ca

Cc...

Subject

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

**Email 3: Write to your best friend. You want to watch a movie with them this weekend.**

To... BestFriend@hotmail.ca

Cc...

Subject

Send

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

## Formal vs. Informal Messages

Make sure your email has the correct form: formal or informal.

**Instructions***:*

1. Write "formal" or "informal" on the line next to the following situations.

---

1. A message to your supervisor      _____

2. A message to your best friend      _____

3. A message to your classmates      _____

4. A message to your teacher         _____

5. A message asking for a job        _____

6. A message about an online order    _____

7. A message to your family          _____

8. A message to your child's teacher  _____

Here are formal and informal lists.

| Formal | Informal |
|---|---|
| 1. Greeting is formal | 1. Greeting is casual |
| 2. Closing is formal | 2. Closing is casual |
| 3. Use full name | 3. Might not write your name or only first name |
| 4. Subject line is professional | 4. Subject line is not professional |
| 5. Use polite modals (Ex: would like, could); do not use informal expressions | 5. Use informal expressions Ex: dude, bud, honey |
| 6. No contractions (short forms of words) or abbreviations | 6. Use contractions or abbreviations |
| 7. Usually has all email parts | 7. Might not have all email parts |

**Instructions**:

1. Read the emails. Are they more formal or informal? How do you know?

**Email #1**

| | To... | leo.pong@gmail.com |
|---|---|---|
| **Send** | Cc... | |
| | Subject | Wow!! |

Hey Leo,

I got the job! The boss called me today. I start on Mon.

Great!!!!!!!!!!!!!!! Call me!

More Formal ☐

More Informal ☐

Why?

_____

_____

_____

_____

**Email #2**

To... Hassan.boss@gmail.com

Cc...

Subject Part-time Kitchen Worker

Dear Mr. Hassan;

My name is Leo Pong. I am writing about the part-time kitchen position at LTB Holdings. You advertised this job online.

I have 3 years experience working in a kitchen. I also have excellent cooking and communication skills. I would be a great part of your company.

My resume and cover letter are attached to this email. Please contact me with questions or plan an interview. You can contact me at 897-335-1234. Thank you for your time.

Sincerely,

Leo Pong


More Formal ☐

More Informal ☐

Why?

_____

_____

_____

_____

## Practice Emails
### Practice #1: Write an Informal Email
### Instructions:

1. Your teacher will give you a topic. Write the topic here:

_____

2. Write an email.  Write:
    - the subject
    - reason you're writing
    - short description (details)
    - what you want/need
    - signature lines

3. Don't forget to edit your writing. Look at:
    - word order
    - capitals/punctuation
    - use of employment vocabulary
    - spelling
    - email format

4. Hand in your email.

---

| Send | To... | |
|---|---|---|
| | Cc... | |
| | Subject | |

_____

_____

_____

**Self-Check**

Before you give your paper to your teacher, check:

| Descriptors | Yes | No |
|---|---|---|
| 1.   I wrote the recipient's email address correctly. | | |
| 2.   I have a subject. | | |
| 3.   I have a greeting. | | |
| 4.   I introduced myself and/or gave the reason for writing. | | |
| 5.   I have details. | | |
| 6.   I have a closing. | | |
| 7.   I have a signature. | | |
| 8.   My sentences are complete sentences. | | |
| 9.   I used capital letters correctly. | | |
| 10.  I have a period (or question mark) at the end of ALL my sentences. | | |
| 11.  I used appropriate vocabulary words. | | |

**Practice #2: Write a Formal Email**

**Instructions:**

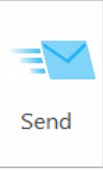1. Your instructor will give you a topic. Write the topic here:

_____

2. Write an email.  Write:
- the subject
- reason you're writing
- short description (details)
- what you want/need
- signature lines

3. Don't forget to edit your writing. Look at:
- word order
- capitals/punctuation
- use of employment vocabulary
- spelling
- email format

4. Hand in your email.

---

| | To... | |
|---|---|---|
| Send | Cc... | |
| | Subject | |

_____

_____

_____

**Self-Check**

Before you give your paper to your teacher, check:

| Descriptors | Yes | No |
|---|---|---|
| 1. I wrote the recipient's email address correctly. | | |
| 2. I have a subject. | | |
| 3. I have a greeting. | | |
| 4. I introduced myself and/or gave the reason for writing. | | |
| 5. I have details. | | |
| 6. I have a closing. | | |
| 7. I have a signature. | | |
| 8. My sentences are complete sentences. | | |
| 9. I used capital letters correctly. | | |
| 10. I have a period (or question mark) at the end of ALL my sentences. | | |
| 11. I used appropriate vocabulary words. | | |