2. A Formal Email

1. What is the difference between a letter and an email? Which is more common and why?

2. Read the texts on Handouts 1, 2 and complete the table:

|  |  |  |
| --- | --- | --- |
|  | **Formal email** | **Formal letter** |
| **Formality** *(very/less formal)* |  |  |
| **Length** *(words)* |  |  |
| **Address** (writer, receiver of the letter) |  |  |
| **Greeting** *(list them)* |  |  |
| **Closing** *(list them)* |  |  |
| **Language** *(very/less formal)* |  |  |
| **Short forms** *Yes, No* |  |  |
| **Paragraphs** *Yes, No* |  |  |
| **Why was it written?** |  |  |
| **Who wrote it?** |  |  |

3. Do you sometimes write or get formal emails?

4. Find and correct 10 mistakes in the email bellow. It was written by a student and sent to a language school teacher (native speaker) Jessica Stapleton.

|  |
| --- |
| **from:** *bobnovak@hotmail.com*   **sent:** *10/09/2012*  **to:** *jessicastapleton@freepost.net*  **subject:** *apology* |
| *Hi Ms Jessica,*  *I’d like to apologise you because I wouldn’t be able to work on my assignment for tomorrow´s lesson. Yesterday after school I was in the park with some friends and played freeksbee. When I wanted to pick up my bag and go home the bag wasn´t there anymore. I think someone nicked it.*  *I tried to find you at school in the morning to explain what the problem is but you weren´t there. I’m gonna hand the homework in next week or mail it to you over the weekend when I get new books and a copy of the assignment. Ok? Please, let me know what you think.*  *Cheers* |

**FORMAL EMAIL SUMMARY:**

**Who to:** Managers, Clients, Customers (people in business); School teachers in the CR, Academics from different departments; People of different status; People you are not familiar with

**Greeting:** *Dear Mr/ Ms Finn; Dear Dr Smith; Dear Sir/Madam; Dear all (to a group);*

*Dear Martin* -semi-formal (used with language school teachers, people of similar age and status, after you establish less formal working relationship with people)

**Closing:** Y*ours sincerely (Dear Ms Finn); Yours faithfully (Dear Sir/Madam) –* very formal;

*Best wishes, Best regards, Regards* – formal but friendly

*Yours, All the best* - semi-formal

**Useful tips:** Use shorter sentences, formal language; include a polite phrase to end up your writing *(Looking forward to …, I would be very grateful for your help etc.);* contracted forms are accepted only in semi-formal emails not in your first email;

sign your full name; it is polite to write something even if you just send attachments

P**aragraphs:** Usual in longer mails

Semi-formal style is used to write to people who you are on first-name terms with but do not know them that well (your clients, teachers at the language school, coaches, acquaintances

Mails can become less formal (semi-formal) after you establish a working relationship with people

4. a)Jana has written an email to her teacher. Find out why?

5. Imagine the following situation - you lost your teacher’s bran new dictionary yesterday. You need to send her/him an email to apologize and explain what happened. It would be a good idea to suggest some solution to this problem.

Brainstorm some answers to these questions:

1. How did you lose the dictionary? Where were you? What did you do? Why?
2. Suggest some ideas to solve the problem

6. Write **an** **email** to your school teacher of English conversation Jill Smith (a 65 year old retired academic from Oxford). You lost her new dictionary and you want to apologize. Write **60 to 70 words**.

You should:

* **apologize**
* **explain what happened**
* **suggest some solution**

*Write your email in an appropriate style and form.*

|  |
| --- |
| **from:**   **sent:** *10/09/2012*  **to: smithj@gmail.com**  **subject:** |
|  |

**Answer key:**

1. Definition

* a Letter – a message that is written down or printed on paper and usually put in an envelope and send to somebody (*Oxford Advanced Learner’s Dictionary 8th edition, 2010*)
* an Email – a way of sending messages and data to other people by means of computers connected together in a network (*Oxford Advanced Learner’s Dictionary 8th edition, 2010*)

2. Table:

|  |  |  |
| --- | --- | --- |
|  | **Formal email** | **Formal letter** |
| **Formality** *(very/less formal)* | *Very formal – first mail to somebody who the writer is not familiar with* | *Very formal* |
| **Length** *(words)* | *Shorter than the letter*  *(about 150)* | *Longer than the email, more wordy (about 200 words)* |
| **Address** (*writer, receiver of the letter)* | Writer´s and receiver´s addresses need to be filled in or are written automatically on the screen | Writer´s address – top right- hand corner,  Date  Receiver´s address – top left- hand corner above the greeting |
| **Greeting** *(list them)* | Dear Sir/Madam | Dear Mr Davis |
| **Closing** *(list them)* | Yours faithfully | Yours sincerely |
| **Language** *(very/less formal)* | Formal vocabulary, formal language | Very formal, no abbreviations, no emoticons |
| **Short forms** *Yes, No* | No, not used when you write your first email | No |
| **Paragraphs** *Yes, No* | Yes, especially if the text is long | Yes |
| **Why was it written?** | To enquire about a language course | To enquire about a language course |
| **Who wrote it?** | Czech student Michal Majer | Czech student Michal Majer |

3. Students’ own answers

4. Corrected version

***1. Dear Jessica*** – semi-formal - only if you are on first-name terms

*I’d like to apologise* ***2. t*o (missing preposition)**  *you because I* ***3. won’t be (tense)*** *able to work on my assignment for tomorrow´s lesson. Yesterday after school I was in the park with some friends and played* ***4. Frisbee (spelling)****. When I wanted to pick up my bag and go home the bag wasn´t there anymore. I think someone* ***5. stole (nicked – informal)*** *it.*

*I tried to find you at school in the morning to explain what the problem* ***6. was (tense)*** *but you weren´t there. I’m* ***7. going to (gonna - too informal)***  *hand the homework in next week or mail it to you over the weekend when I get new books and a copy of the assignment.* ***8. Do you think that is ok****?* ***Would that be possible? (Ok? – too informal)***  *Please, let me know what you think.*

***9. Many thanks/Thank you (Cheers – too informal)***

***10. Robert Novák (full name needed)***

5. Students’ own answers

6. Teachers should analyse students´ emails based on criteria used for assessing Writing for Maturita exam (school leaving exam). Teachers may also prepare a list of mistakes that students will correct in the class.

**References and Bibliography:**

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**Handout 1**

|  |
| --- |
| From: Mik88@gmail.com  To: *information@LCE.com*  Subject: *Summer courses* |
| *Dear Sir/Madam,*  *I am writing to ask for information about English language courses. Could you please send me more details regarding the intensive courses held at your school in Salisbury this summer? I am a 19 year old Czech student of the secondary grammar school in Beroun. I have been learning English for 7 years. I need to improve my listening and speaking skills. I am thinking of the FCE exam in future.*  *Are there any courses for teenagers? I prefer conversation classes in small groups. I would also like some information about accommodation. If possible I would like to stay at the hostel with other students. As a student I would like to have more details of any discounts available. Please, send me the full price of the course including accommodation.*  *I look forward to your reply.*  *Yours faithfully*  *Michal Majer* |

**Handout 2**

Nerudova 88

266 01 Beroun

The Czech Republic

25 May 2012

Martin Davis Customer Care and Information Office English Language Centre

87 Elm Street Salisbury SP1 2EN

The United Kingdom

Dear Mr Davis,

I am writing to enquire about the English language courses organised by your school. I would be very pleased if you could send me more detailed information regarding the intensive courses that will be held at your school in Salisbury this summer. Will you open any courses for teenagers, which will offer conversation classes in small groups?

I am 19 years old student at the secondary grammar school in Broun and I have been learning English at various schools in the Czech Republic for more than 7 years. Although my grammar knowledge is fairly good I need to improve my language skills especially speaking and listening. I am currently attending a course for intermediate students of English.

I would also like to get some information about accommodation your school provides. If possible I would like to stay at the hostel with other students. I do not want to stay with a family. As I am a student I am interested in any discounts if they are available. Could you please send me the full price of the course including accommodation?

I look forward to receiving your reply.

Yours sincerely

Michal Majer