

Reading: What's in your inbox?

1 Discuss these questions.

- How often do you check your email? For example, every hour?
- Approximately how many emails are in your inbox right now?

2 Terri Mahler has six messages in her inbox. Which ones need urgent action?

1

Just a quick message to say I'm working at home this afternoon. Tan Keung Yam is manning the office.

2

Hi all,
FYI today is 'National Leave-The-Office-Early Day'.

3

Hi Terri,
Re your visit next week, can you send me your flight details ASAP so I can organize transport from the airport?

4

Terri,
I just got your voice message. I'm attaching the answers to some FAQs about uploading files to the website.

5

Dear Terri,
I'm writing to confirm that we're expecting to ship your order for European plug adaptors Ref. No. 437281 on Friday. We're just waiting for one part to arrive.

6

Dear Ms Mahler,
Thank you for your enquiry. Yes, we have a room available for the 30th. The rate is \$150 per night and we will require your credit card details to make a reservation.

3 Look at the endings to the emails. Match them to the correct beginnings in exercise 2.

A

We're looking forward to seeing you on the 15th.
Thanks a lot and have a safe trip,
Jan Svensson

B

If you need to speak with me, feel free to call me here on 215 555 9436.
Cheers,
Elly

C

See question 4 – I think it will solve your problem. I hope this helps,
Aleksy

D

We apologize for the delay and thank you for your patience.
Best wishes,
Enid

E

If you have any further questions, please do not hesitate to ask.
Kind regards,
Emily Dickson

F

Why are you still here reading this?
Agostina
P.S. Have a great weekend!

4 Answer these questions.

- What's Jan Svensson looking forward to?
- What's Elly doing today? And what about Tan Keung Yam?
- What's Aleksy attaching to the email?
- What's Enid expecting to do on Friday and what's she waiting for?
- Where does Emily Dickson work?
- According to Agostina, why is today a special day?

5 Find all the abbreviations in the emails. What do they mean? Then check your answers: Turn to File 8, page 141.

6 Match these two subject lines to the correct emails. Then suggest subject lines for the other four emails.

- Request for flight information
- Website upload problem