

Internet research

The advantages of email are obvious – but what risks must companies consider? Search for the keywords *email risk policy* to find out.

Glossary PAGE 153

accounts payable
ASAP
crack
duplicate
inconsistency
patch
Trojan (horse)
write-off

Language focus

3 Find expressions in the four emails in Exercise 2 to complete the table.

	Formal	Neutral/Informal
Greeting		
Opening		
Requests		
Closing		
Salutation		

4 Read the next four emails the people in Exercise 2 sent and answer the questions.

- Which two writers have changed style? Why?
- Find and correct the two inconsistencies of style in each email.

INBOX | REPLY | FORWARD

5 Dear Mr Hurst,
Thanks for your email of 12 September. I am afraid you have mistaken me for my cousin, who attended Manchester Business School.
I am very pleased to learn that the TV set is still under guarantee. Unfortunately, I no longer have the original packaging, so I think it would be preferable if I deliver the TV directly to your repair centre after work. Could you possibly let me know the opening hours?
Cheers,
Jane Roebbotham

INBOX | REPLY | FORWARD

7 Dear Miss Roebbotham,
I am writing with reference to the repair of your Goodson TV750. Our Manchester repair centre is open from 9am to 6pm from Monday to Saturday. I've attached a leaflet with the details and a map. Hope this helps.
Yours sincerely,
Max Hurst
P.S. Please accept my apologies for confusing you with your cousin.

INBOX | REPLY | FORWARD

6 Hi Margaret,
Thanks for your email. I wasn't sure if you'd remember me – it was quite a party, wasn't it? Funnily enough, I will be in town next Thursday so perhaps we could have that drink? I would be very grateful if you could let me know if you are free around 6.30? Looking forward to seeing you.
James
P.S. I would like to express my gratitude for your help with the computer. I'm getting it fixed tomorrow.

INBOX | REPLY | FORWARD

8 James,
Re next Thursday. It will be lovely to see you. Actually, my husband will be in Indonesia that week, so I need to be at home to look after the cats. I was wondering if you would mind coming over to our place? I've attached a map – get back to me if it's not clear.
Yours sincerely,
Margaret

Output

5 Work in groups of three to write and reply to business emails using appropriate styles.

Student A: page 115.

Student B: page 116.

Student C: page 119.