3 With a partner, roleplay the telephone conversations that took place on 10, 20 and 21 April.

- Decide who makes the call (Dani Simmons or Ian Banks).
- Begin the call with a greeting, identify yourself and make small talk, as appropriate.
- State the reason for the call and discuss your business.
- End the call in an appropriate way.

Analysis

4 With a partner, answer the questions.

1 Which of the emails from Ian and Dani could *not* have been replaced by a phone call? Why did they choose email rather than the telephone for the others?

2 Complete the table to show how greetings and salutations/sign-offs illustrate changes in the business relationship.

	Formal	Neutral	Friendly	Direct
Greeting				
Salutation/Sign-off				

Language focus

5 *As discussed* ... Find six more expressions in the emails beginning with *As*. Which one has a different meaning from the others?

6 Even if the general tone of business emails is often informal, polite or indirect expressions are still important. Highlight or <u>underline</u> polite equivalents in the emails for the more direct expressions below.

1 call me if you need more details
2 the answer is yes
3, 4 see attachment (two expressions)
5 can you let me have samples of ...
6 re: our phone conversation today,
7 let me know what's happening
8 sorry about that
9 I'm not at all happy about this
10 we're really sorry we got it wrong
11 we're sorry this is a nuisance for you
12 we won't do it again
13 thanks for understanding our problem
14 I hope you will order from us again
15 please send your payment
16 you probably just forgot

Output

7 Work in groups of two (or four) to write and reply to business emails using appropriate style.

Student A: look at page 117.
Student B: look at page 118.

Internet research

ASAP, BCC, FYI, LOL ...
Search for the keywords *email abbreviations acronyms* and make a list of the most useful and/or most amusing abbreviations and acronyms for emails and text messages.

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batch
coating
fastening
galvanized
micron

3.5 Writing