

Dear Sir/Madam...

1. What types of communication should be used when responding to a coworker, client, or supervisor?



2. We are going to learn about good and bad ways to use or send business-related emails. Let's learn some words first.

document

to access

recipient

email attachment

flexible

formal communication

data

apologize

abbreviation

to obtain, get (data or a file)

a piece of written, printed, or electronic information or evidence

a shortened form of a word or phrase

facts collected together for reference or analysis

a person or thing that receives something

a computer file sent within an email message

an exchange of information or ideas within a business setting

able to be easily modified or changed

to express regret for something that one has done wrong

3. Fill in the blanks to complete the sentences.

document / access / recipients / email attachment / flexible / formal communication / data / apologize / abbreviation

1. The _____ of the party invite will be my daughter's friends from her music class.
2. I cannot _____ the picture you sent me. Each time I click "open," I get an error message.

3. My job performance _____ is very good, so I was given a Christmas bonus!
4. I _____. I forgot your birthday gift!
5. *Dear Sir/Madam* is used in _____.
6. The _____ was a picture of my mom's cat.
7. He lost an important _____ when his hard drive crashed.
8. The only good thing about this job is _____ working hours.
9. The _____ for *Oh, my God* is OMG.

4. Read the information and answer the question.

Email is a preferred communication tool in the business world. Below is a list of reasons why.

1. It is written communication. Email can be kept as documentation of what's been communicated and can be accessed at a later date.
2. An email can have attachments. Email can also be used to share text, sounds, videos, or images.
3. Email is fast communication.
4. Email is not expensive. Many email accounts can even be free.
5. Email is flexible. Email can be accessed from anywhere and it lets its users send messages to others with email addresses.

Why is email a preferred communication tool in the business world? Select all that apply.

- A. Email is flexible.
- B. Email is fast.
- C. Email is similar to a phone call.
- D. Email gives documentation of communication.
- E. Email isn't user-friendly.

5. Read the information and mark the statements true or false.

Email can be used for both formal and informal communication.

Formal emails have an expected structure and a clear purpose. We use formal email communication for work-related communications, business, or company communications. Students may use formal communication with their teachers or other university employees. Employees would use formal emails with a client, supervisor, or coworker.

Informal emails have no real value for a business or company. Informal emails are communications sent to friends or family.

1. True or false: You should use informal emails at work.
2. True or false: You should use formal emails with your mother or brother.

6. Review the chart and answer the questions on the following slides.

Reason to send a formal email	Why?	Example language to use
to make requests	Email has made it a lot easier to ask for things. It also lets you attach documents or data to support the request.	<i>Would you please ...? Can you... ? Please share ...</i>
to give answers	Requests made by email usually get answered through email. Answers confirm that the message was received and offer a solution to the request.	<i>Yes, we can ... I don't know if ... Let me ask ...</i>
to give information	Emails that provide information don't usually require an answer. They can be used as a response or as an answer to a question.	<i>I'd like to bring to your attention to/that ... I want to inform you that ...</i>

Reason to send a formal email	Why?	Example language to use
to say thank you.	Say thank you in an email as a response to an email from a coworker, supervisor, or client. Emailing helpful information, a solution to a problem, etc. are good ways to say thank you as a response.	<i>Thank you for ... You have my gratitude for... Thank you in advance for ...</i>
to apologize	When we have made a mistake or we have done something wrong, it is important to apologize. Email isn't always the best communication tool for this, but can be used for making formal apologies for small mistakes.	<i>I apologize for ... I am sorry that I ... I regret to say....</i>

7. Select all that apply. What are some reasons to send a formal email to a coworker, supervisor, or client?

to make requests

to say thank you

to give answers

to complain about your supervisor

to apologize

to share family Christmas plans

to give information

8. Review the information and answer the question.

to give answers	Requests made by email usually get answered through email. Answers confirm that the message was received and offer a solution to the request.	<i>Yes, we can ... I don't know if ... Let me ask ...</i>
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Which is an appropriate sentence to give information in a formal email? Select all that apply.

- A. I want to inform you that the document I shared yesterday conflicts with the document I am sharing now.
- B. I think Sara is boring and I don't want to invite her to the work party.
- C. I would like to bring to your attention that today's 1:1 meeting conflicts with the company-wide meeting at noon.
- D. I want to inform you that I don't like your dress today.

9. Review the information and answer the question.

to apologize	When we have made a mistake or we have done something wrong, it is important to apologize. Email isn't always the best communication tool for this, but can be used for making formal apologies for small mistakes.	<i>I apologize for... I am sorry that I... I regret to say...</i>
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Which is NOT an appropriate way to use formal email as a communication tool?

- A. I am so sorry that I cannot help in this matter; I recommend emailing the helpdesk, as they can help you find a solution to this.
- B. I regret to say the police informed me that your sister was in a car accident.
- C. I apologize for interrupting your meeting today.
- D. I regret to say that I sent the wrong document just now.

10. Review the information and answer the question.

to say thank you.	Say thank you in an email as a response to an email from a coworker, supervisor, or client. Emailing helpful information, a solution to a problem, etc. are good ways to say thank you as a response.	<i>Thank you for... You have my gratitude for... Thank you in advance for...</i>
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Which is an appropriate reason to say thank you in a formal email? Select all that apply.

- A. To thank a coworker for helping with a client presentation.
- B. To thank a client for answering your questions.
- C. To thank your sister for making Christmas dinner.
- D. To thank your supervisor for sharing changes to a policy.
- E. To thank your coworker for not inviting you to a party.

11. Watch the video. Answer the question about the video information.

 **Email in Real Life**

12. What did you see in the email communications? Select all that apply.

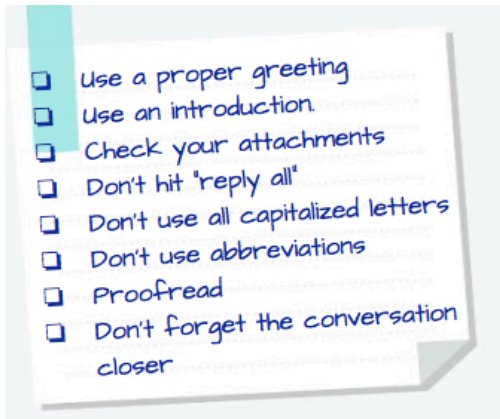
- A. Family communications were being used in a business/company email.
- B. An email used all CAPS.
- C. An email was used to say thank you to a coworker.
- D. An email was missing needed attachments.
- E. An email used abbreviations.
- F. An appropriate response was sent to a client.
- G. Work emails were work-related only.

13. Answer the question about the video. Why is it important to NOT use the email examples from the video? Select all that apply.

- A. Using work emails for informal or social reasons could hurt someone's feelings.
- B. Using only capitalized letters can be seen as shouting or rude.
- C. Saying "Hello" in an email is confusing.
- D. Lack of attachments can confuse recipients.

14. Read the information and answer the question.

A few things can hurt your effort in a formal email when communicating with clients, coworkers, or a supervisor. One click of the "send" button can be the difference between a successful business communication and a possible conflict. Below are some "dos and don'ts" of business email etiquette and appropriate language.



Which of the following should be considered when emailing a client? Select all that apply.

- A. Use a proper greeting
- B. Proofread
- C. Check your attachments
- D. Don't use a conversation closer

15. Review the information and select the correct examples on the next slide.

The Conversation Closer

A closer helps end an email appropriately. This is also called an “email sign-off” or an “email signature.” Here are a few helpful phrases to use as a conversation closer: “No reply necessary,” “Thank you again,” “See you at the board meeting Tuesday,” and “Please let me know if I may be of further assistance.” End your email with a closing such as “Best,” “Best Regards,” “Sincerely,”

“Thank you,” or another appropriate phrase before adding your formal name.

Thank you for letting me assist you. Regards, Sally Smith	I will respond later at a more appropriate time. James Kelly	I don't think I can help you. From, Cindy Rainer
I hope this answers the questions you had. Best wishes, Lisa Turner	Please reach out if you need further assistance. Sincerely, Koko Jenkins	Let's talk more at today's meeting. Best, Mr. Kaufmann
	Please don't contact me again. James Richard	

16. Review the information and select the correct examples on the next slide.

Proofread

Check and recheck for spelling, punctuation, and grammatical errors. These errors can make you seem unprofessional. Email software comes with many professional tools, such as spell check, which makes it easy to check grammar and spelling.

Thank you for sharing
this details.

I will respond to Mr. Tsu
today.

She is correct about the
datas.

My name is Mrs.
Chambers. I am the
sales manager for the
company.

I can't think of an
additional information
that is needed at this time.

Let's get together for a
quick meeting tomorrow
afternoon.

I believe Mrs Jones can help
us identify the answer.

17. Review the information and select the correct examples on the next slide.

Use a Proper Greeting

“Hi” and “Hey” are informal language and communicate a lack of professionalism needed for formal communications. Begin your email with phrases such as “Good morning,” “Good afternoon,” “Good evening,” or “Hello.” “Good day” or “Greetings” are other phrases used often.

Good afternoon Mr.
Jones,

Good morning team,

Hello Mrs. King,

Dear Sir or Madam,

Hi James!

Hey all,

Good day Ms. Leeds,

18. Look at the sentences from an informal email. Select the best formal alternatives to replace them.

OMG WHAT A CRAZY EVALUATION!

- A. That was an INTERESTING evaluation.
- B. That was an eye-opening evaluation.
- C. OMG, that was an eye-opening evaluation.
- D. Oh my gosh, that was an interesting evaluation.

OMG! Thank you so much for your assistance in problem-solving the SOC today.

- A. OMG! Thank you so much.
- B. Oh my gosh! Thank you so much for your assistance in problem-solving the SOC today.
- C. Oh my gosh! Thank you so much for your assistance in problem-solving at the security operations center today.
- D. Thank you so much for your assistance in problem-solving at the security operations center today.

19. The infinitive is the **basic form of the verb**.

Depending on the verb, adjective, or noun it follows, we must use the infinitive with or without "to."

We use the infinitive "to":

- **after certain adjectives**

Example: It was dangerous **to go** in.

- **after certain nouns**

Example: There was no reason **to eat** breakfast at 6 o'clock.

- **after certain verbs + question words**

Example: We didn't remember where **to meet**.

- **to express purpose**

Example: She went to the cinema **to watch** a film.

- **to answer the question why**

Example: Why did she walk to the park? **To meet** her friends.

20. Find the infinitive verb in the following sentences.

1. She is going to the mall to eat at her favorite pizza place.
2. Henry wonders how to mark question two.
3. The book is boring to read.
4. There was a ball to play with at school.
5. I need to study because I have the final exam tomorrow.
6. Lucy has been trying to lose weight for years.

21. The gerund is also called the **ing-form** of a verb and is conjugated in the same way as the present participle.

We use the gerund:

- **as the subject of a sentence**

Example: **Reading** is my favorite hobby.

- **after prepositions**

Example: Instead of **going** to the cinema, she went to the museum.

- **after adjectives with a preposition**

Example: I am interested in **visiting** the museum.

- **after certain nouns with or without a preposition**

Example: There's no problem **running** at the park on Thursday.

- **after certain verbs with or without a preposition**

Example: I enjoy **cooking**.

22. Find the gerund.

1. Let's go running in the park today. It will be good for us!
2. She hates eating at the noodle place. She likes to eat at home.
3. There is an issue with reading the book. It is in a different language!
4. Did you enjoy swimming at the pool?
5. Horseback riding is my favorite sport.
6. I'm so tired of going out every weekend.
7. Moving here is the best decision you've ever made.

23. We often use gerunds and/or infinitive verbs when discussing hobbies or activities we enjoy.

We use **like + gerund (-ing form)** to talk about general likes:

For example:

- *I like drawing.*
- *I like running.*
- *I like singing.*

We use **like + infinitive** to talk about more specific likes:

For example:

- *I like to draw cats.*
- *I like to run at school.*
- *I like to sing in the church choir.*

24. Is the verb a gerund or an infinitive?

1. I like **swimming** at our neighborhood pool.
2. I like **watching** birds at the park.
3. I like **to watch** the flamingos and the penguins at the zoo.
4. Do you like **playing** basketball?
5. I like **to paint** flowers because it is fun!
6. **Cooking** is my passion.
7. **Excuse** me for a second. I **have to make** a phone call.

25. Complete the sentences with the right gerund or infinitive.

to watch / to go / reading / horseback riding / fishing

1. Kara likes _____ because she can be with horses and get exercise.
2. I want _____ to the event. There will be music and dancing!
3. I don't like _____ because there are too many books to choose from.
4. I have a bird book and binoculars to use at the park. I like _____ birds so much!
5. Do you enjoy _____? I don't like touching fish, so I don't like it.

26. Complete the sentences with a gerund or an infinitive.

1. I like _____ dancing at the place on 5th Avenue. It has good music and good food too!
2. I enjoy _____ at the art studio. The teacher helps me draw many animals.
3. I am going _____ at school, so I need to bring my lunch.
4. I want _____ basketball. It is my favorite sport.
5. _____ the piano is Carrie's main pastime.
6. Oranges are my favorite fruit. I love _____ them.
7. Do you want _____ some lemonade?

27. Wrap-up questions.

1. Why should you send a formal email instead of an informal email at work?
2. Give an example of a formal email greeting.
3. What is a hobby you would like to start?
4. Use a gerund or an infinitive to describe an interest you have.