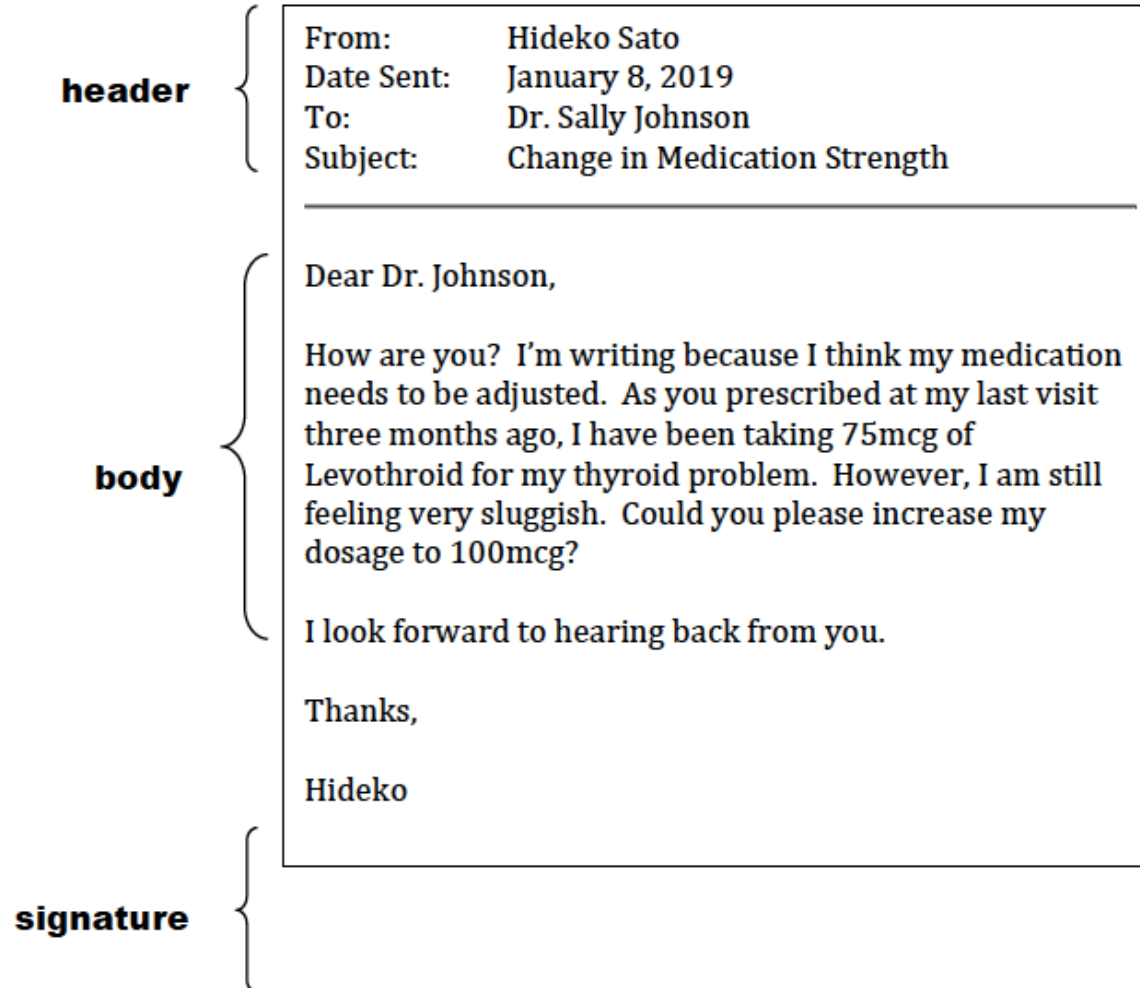


Email Basics

OBJ. 48

Task 3

Parts of an Email

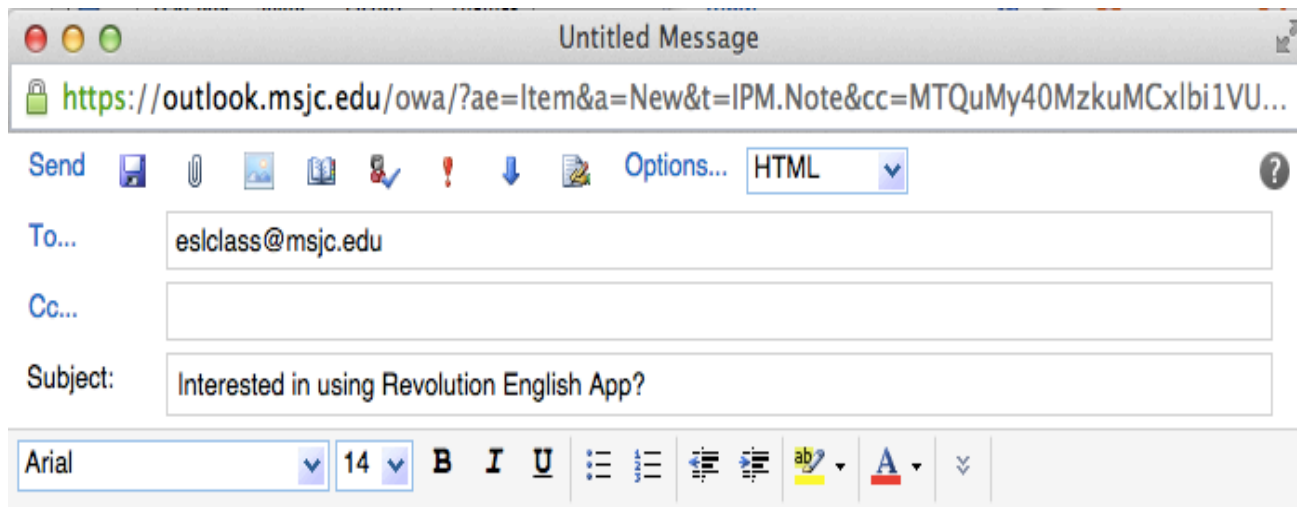


Write Effective Email Messages

Format: rules for greetings, closings & punctuation	<i>Rules for email are less formal than letters. Often, greetings and closings are not necessary.</i>
Tone: feeling of the message (professional? angry? friendly?)	Send me information. Could you please send me information? I would appreciate it if you could send me information. Thanks! Thank you for your help.
Level of Formality: related to tone; depends on your relationship with the reader	Let me know, OK? I would appreciate it if you could let me know what you think.
Functional Language: requests, suggestions, apologies, complaints	<i>When communicating with your doctor, you will most likely write requests.</i>

Writing a Request

- State your main idea in the first or second sentence. This will save your reader time. Include any necessary information the recipient will need to fulfill your request.
- Use polite, but not flowery, language.
- Be specific. State exactly what you want.
- Close with a friendly tone in your last paragraph.



Hello students,

This week you were introduced to the language learning app, Revolution English. If you are interested in joining the program to practice your English outside of class, please respond to this email with the following information:

- Your first and last name
- Your ESL teacher's name
- The school location you attend
- Whether you are a first-time user of the app or not

Thank you,

Ms. Cruz

FROM: Ima Teacher <iteacher@msjc.edu>
DATE: January 6, 2019
SUBJECT: Welcome to the class!

Dear Students,

Thank you for taking this ESL class. I'm looking forward to a fun and productive term. Why are you taking this class? What do you want to practice? What do you want to learn? Please reply with your ideas. It will help me plan the class and make it more valuable for you.

Regards,

Ima Teacher, Mt. San Jacinto College

FROM: Joe Doctor <joedoctor@hospital.org>
DATE: January 6, 2019
SUBJECT: New medication

Dear Patient,

Thank you for coming in for your recent checkup. I wanted to know if the new medication I prescribed is working for you. Have you noticed a difference? Please let me know if you have any questions.

Regards,

Joe Doctor, San Jacinto Memorial

FROM: I.M. Boss <imboss@business.com>

DATE: January 6, 2019

SUBJECT: Thank you

Dear Employee,

Thank you for your extra effort in handling a difficult situation at work yesterday. You were calm and reasonable, and the customer later apologized for his behavior. As a thank you, I would like to offer you one extra vacation day during the next month. Just let me know which day you would like to use before the end of February.

Regards,

I.M. Boss, XYZ Business