1

An introduction to emails

What do you think about emails?
Make a cross on the scale to represent how much you agree or disagree.
(5 = I agree 100%) (0 = I disagree 100%).

1   You need the same language skills to write an email as you do to write a letter.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

2   If you can *speak* English well, you can write good emails.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

3   One of the most important features of an email is the subject line.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

4   Accuracy is still very important when writing emails.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

5   Using the 'cc' option is a great way to inform others who are not directly involved.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

6   One reason for emailing is to reduce the response time.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

7   If you need an answer straight away, it is better to use the phone than send an email.

agree | 5 | 4 | 3 | 2 | 1 | 0 | disagree

Discuss your answers with a colleague and/or check the key.

1 Label the screen with the following English equivalents.

attachment • contacts • deleted items • drafts • forward • high priority
• inbox • outbox • reply • reply to all • send/receive • sent items • subject
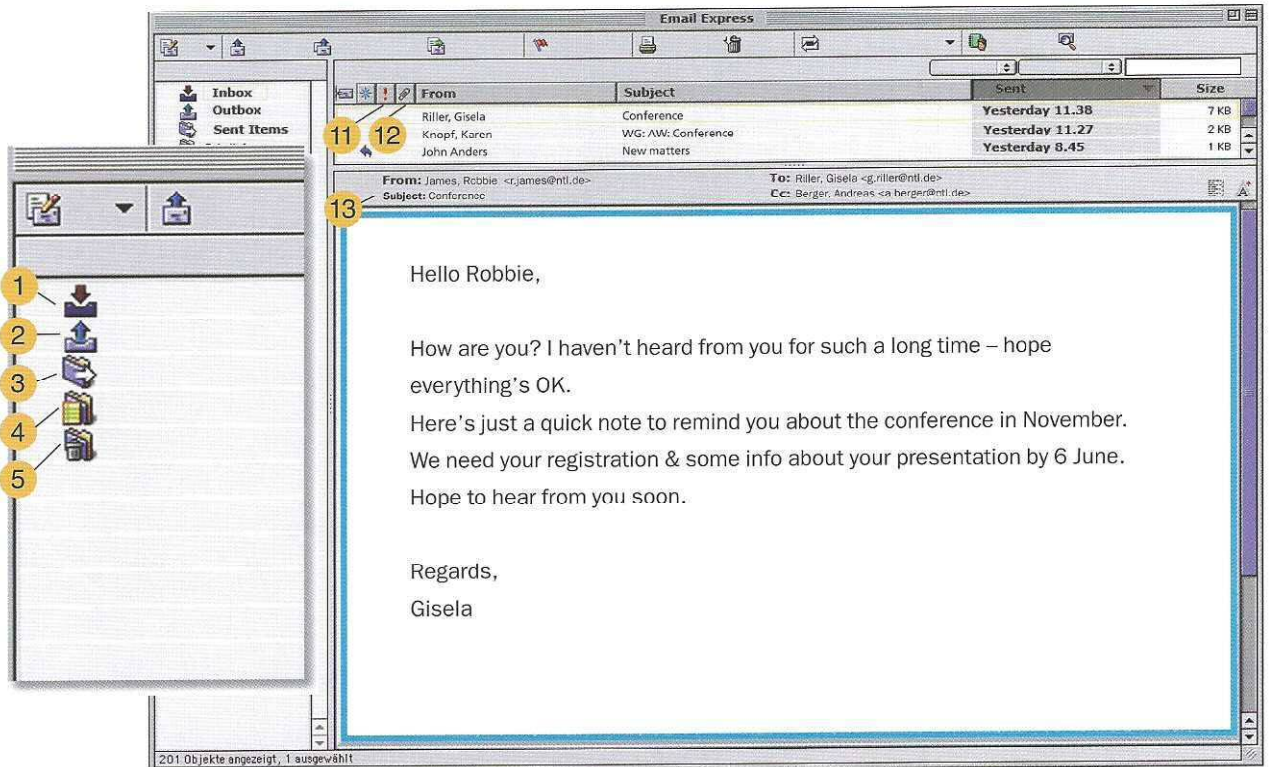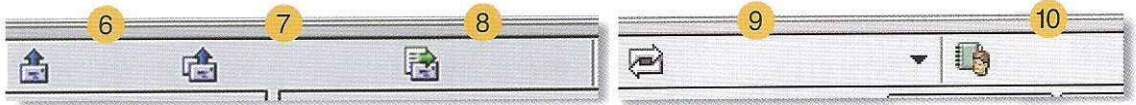
2 Where or how can you do the following?

1 Find old emails you have sent.
2 Find emails you have received.
3 Send an email you have received to a third person.
4 Find email addresses and other personal data.
5 Put emails you are working on but are not yet ready to send.
6 See what a message is about.
7 Show that an email is important and should be read immediately.
8 Find a document which has been sent with an email.

3 Now look at the message. Find five things that make it different from a letter.