

Contents

PAGE	UNIT TITLE	TOPICS	ACTIVITIES
5	1 An introduction to emails	The email screen Email structure Subject lines	A questionnaire Big Brother is watching ... and checking your emails
11	2 Formal and informal emails	Register Formal/informal phrases Abbreviations Correct spelling	Emoticons How important is accuracy in emails?
18	3 Enquiries	Writing and replying to enquiries The advantages and disadvantages of email Polite language	Email addresses & symbols The danger of viruses
25	4 Requesting action	Writing to colleagues Talking about deadlines and taking action Common verb–noun phrases	Acronyms and abbreviations To cc or not to cc?
32	5 Exchanging information	Informing and replying Colloquial phrases and contractions Quoting from previous emails Being diplomatic	An email quiz Over-quoting
39	6 Making and confirming arrangements	Typical phrases for making arrangements Prepositions of time Saying you're sorry	Domain names Have you been spammed?

PAGE APPENDIX

46 **Test yourself!**

You've got mail!

48 Partner A

50 Partner B

52 **Answer key**

59 **Transcripts**

61 **Useful phrases and vocabulary**