

Writing bank

Emails

1 Are these statements about emails true or false?

- 1 If you know the recipient well, you can leave out the opening greeting and complimentary close.
- 2 Emoticons :-) ☺ can be used in any type of email.
- 3 To stress a word, write it in CAPITAL LETTERS.
- 4 You should keep your message short.
- 5 It's not necessary to answer an email quickly.
- 6 You should never write something you don't want others to see.
- 7 You should try to be amusing.

2 Read the email and answer the questions.

- 1 Who is Carol Larque?
- 2 Who is Hartmut Schwandner?
- 3 What does Carol want?
- 4 Why does she tell Hartmut where she works?

3 Match the parts of the email 1–7 with the sections a–g.

- a Reason for writing
- b Sender's position
- c Subject line
- d Complimentary close
- e Sender's name
- f Opening greeting
- g How Carol knows about Hartmut

From:	Carol Larque ¹
To:	Hartmut Schwandner
Cc:	
Subject:	Earplug ²

Dear Mr Schwandner³

I was interested to read the article in the Engineering and Technology Journal last month about the revolutionary earplug you have developed.⁴

I work for a woodworking company in central Sweden and I would be grateful if you could let us have technical details of this product as well as price and minimum order requirements.⁵

I look forward to hearing from you.⁶

Carol Larque

Health and Safety Officer⁷