

Enquiries about Zoom emailing lesson

Read the emails below and put them into order (Email 1, Email 2, etc, e.g. by cutting and pasting them in order).

Use the hint in small writing at the bottom of the second page of emails to help.

Read the emails out loud in the order that you have put them into to check that each email makes sense in that place in the email exchange.

Ask about anything in the emails you don't understand, then do the brainstorming task.

Roleplay similar email conversations about questions/ problems related to Zoom, such as:

- changing your name/ changing the name on your video image
- seeing the video images of everyone in the meeting
- seeing the video image of just the person who is speaking
- switching your audio on and off
- switching your video on and off
- calling the host/ asking for the host's help when you are in a breakout room
- sharing documents
- sharing something that is on your screen
- using the Zoom Whiteboard
- using chat (to one person/ to many people)

Your teacher will tell you if you should really email each other, or just say what you'd write.

Do the same with questions that your partner really gets in their job.

Improving your emailing and improving your English discussion

Discuss these questions:

- How often do you get and send emails like these? How often do you get and send English emails like these?
- What other kinds of English emails do you get and send? How often?
- How can you improve your English emailing skills?
- How important is emailing in English for you? Is anything more important for you to improve your use of English at work?

Rank the statements below from one to ten, then compare with someone else.

- A) I want to communicate my ideas more clearly.
- B) I want to improve my listening.
- C) I want to improve my pronunciation.
- D) I want to improve my reading.
- E) I want to improve my understanding of grammar.
- F) I want to improve my writing.
- G) I want to increase my vocabulary.
- H) I want to speak more fluently.
- I) I want to speak with fewer mistakes.
- J) I want to _____ (*write your own goal*)

Mixed emails

Email A

Dear Alex,

Thanks for your email. I'm glad that my advice was useful.

To paste text such as a link onto a Zoom Whiteboard page, firstly copy what you want to from the other document. Then select "Text" in the Whiteboard. After that, click on the Whiteboard. Next, click in the text box. Finally, press Control V on your keyboard to paste.

I hope that helps. If you have any more questions, please let me know.

All the best,

Alex

Email B

Dear Mr. Case,

Thank you for your email.

In answer to your question, I'm afraid it isn't currently possible to paste video into Zoom Whiteboard pages. However, you could paste a link to the video or share a video that you are playing another way, for example by sharing Microsoft Edge as you play a YouTube video.

If you need any further information, please do not hesitate to contact me.

Yours,

Alex Case (Ms.)

Email C

Dear Ms Case

Thank you for your quick response.

Thank you for your advice. I'd like to follow both ways that you suggested. Could you explain how to put a link into a Zoom Whiteboard page?

Looking forward to hearing from you.

Kind regards

Alex

Email D

Dear Sir or Madam

I'm writing to you because I have a question about how to use Zoom.

I'd like to know if it is possible to paste a video into a Zoom Whiteboard page. If so, could you tell me how to do it?

I'm looking forward to hearing from you.

Best regards

Alex Case (Mr)

Email E

Hi Alex

Thanks, that worked perfectly.

Thanks again.

Best wishes

Alex

P.S. Isn't it funny that we use exactly the same name?! Mine is short for "Alexander". How about you?

Hint: The order is:

Email 1: First enquiry/ First question (very formal)

Email 2: Polite negative answer (formal)

Email 3: Second question (medium formality)

Email 4: Answer (medium formality/ a little casual)

Email 5: Thanks (casual/ informal/ friendly)

Check as a class or with the answer key at the bottom of the next page.

Brainstorming stage

Brainstorm language for these functions, look at the sample emails for ideas, then brainstorm more.

Starting emails/ The first two lines of an email

Opening greeting

Opening line

Body of the email/ Middle of the email

Polite enquiries (indirect questions, etc)

Answering questions (explaining steps, etc)

Ending emails/ The last three or four lines of an email

Closing line

Closing greeting

Name at the end

A little extra information after your name at the end

Answer to the mixed emails task: DBCAE

Brainstorming stage suggested answers

Starting emails/ The first two lines of an email

Opening greeting

Dear Sir or Madam

Dear Mr Case/ Dear Ms Case

Dear Alex

Hi Alex

Opening line

I'm writing to you because...

I'm writing to you to...

Thank you for your email./ Thanks for your email.

Thank you for your quick response.

Body of the email/ Middle of the email

Polite enquiries (indirect questions, etc)

I'd like to know...

Could you tell me...?/ Could you explain...?

Answering questions (explaining steps, etc)

In answer to your question,...

(To...) firstly...

Then.../ After that,.../ Next,...

Finally,...

Ending emails/ The last three or four lines of an email

Closing line

I'm looking forward to hearing from you./ I look forward to hearing from you.

If you need any further information, please do not hesitate to contact me./ If you need any more information, please let me know.

I hope that helps.

Thanks again.

Closing greeting

Best regards

Yours

Kind regards

All the best

Best wishes

Name at the end

Alex Case (Mr)/ Alex Case (Ms)

Alex

A little extra information after your name at the end

PS,...