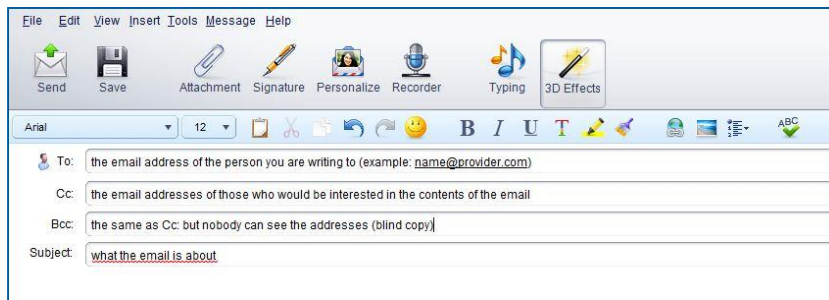


Writing emails



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Arial 12

To: the email address of the person you are writing to (example: name@provider.com)

Cc: the email addresses of those who would be interested in the contents of the email

Bcc: the same as Cc: but nobody can see the addresses (blind copy)

Subject: what the email is about

Example greetings:

- Dear + name; Hi + name; Hi; Hello + name; Hello; To whom this may concern

Example opening sentences:

- Following our recent telephone conversation, I'm attaching.....
- Please find attached the documents you requested
- In regard to
- Further to
- As we agreed at our meeting
- In response/reply to

Example closing sentences:

- I look forward to hearing from you
- Please don't hesitate to contact me
- Thanking you in advance
- I await receipt of ...

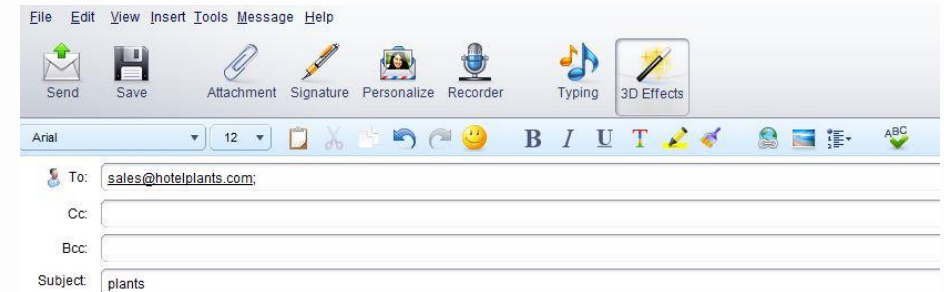
Finish with:

- Sincerely,
- Best Regards/Regards
- Best wishes

Don't forget:

Your name, title and company name/web address, your email address and your telephone & fax number

Can you find the missing words in this email?



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Arial 12

To: sales@hotelplants.com

Cc:

Bcc:

Subject: plants

Dear Mr. Brown,

In _____ to your email received this morning, please
_____ attached our latest catalogue showing
_____ of our ornamental plants for _____ lobbies
and company reception areas.

We have been in _____ for more than 30 _____ and have
some of the town's biggest hotels among our _____.

As we _____ on the phone last week, we can offer you
a 10% _____ for a minimum order of 20 plants.

I look _____ to hearing from you and please don't
hesitate to _____ me if you need any further
information.

Sincerely,

James Clark
Sales Manager
www.hotelplants.com

☎ +44 20 8546 9674 fax: +44 20 8546 9666

I M P O R T A N T E

- Enviar comprobante del desarrollo de la presente guía y las anteriores a través del mismo archivo o fotografía del cuaderno al correo mhernandez@colegiodavinci.cl
- Si no le es posible imprimir guía, pueden escribir las respuestas de cada actividad y la información relevante que esta posea en sus cuadernos.