



Context: For professionals writing to colleagues, managers, or clients in English-speaking companies or across borders

Professional Emails & Written Communication



Welcome & Objectives

Today you'll learn how to write clear and professional emails in the workplace.

Objectives:

- How to structure an email (subject, greeting, body, closing)
- Appropriate vocabulary and tone
- Common mistakes to avoid
- Useful phrases for workplace email situations
- How to reply, confirm, and follow up professionally

Why Email Matters in Business

Email is:

- The most common way to communicate at work
- A record of decisions and agreements
- A reflection of your professionalism

Discussion: Do you write emails in English now? What's difficult about it?

Parts of a Professional Email

Breakdown of an email:

- **Subject line**
- **Greeting**
- **Opening line**
- **Main message**
- **Closing line**
- **Sign-off**

Task: Discuss each part with your tutor, using short examples.

Vocabulary – Greetings & Closings

Have a look at and discuss the following greetings with your tutor:

Greeting	Use
Dear Mr Thompson	Formal, client or senior contact
Hello Sofia	Semi-formal, colleague or peer
Hi Alex	Friendly or internal team
To whom it may concern	Unknown recipient

Common closings:

- “Kind regards”
- “Best wishes”
- “Sincerely” (formal)

Discuss: Which greetings do you often use in your professional life?

Example – Full Email Layout

Have a look at this sample Email:

Subject: Request for Meeting Time

Dear Mr Wong,

I hope you are well. I'm writing to ask if you are available for a meeting next week to discuss the budget proposal.

Please let me know which day suits you best.

Kind regards,

Emily Foster

Sales Coordinator

Discuss:

What is the tone? Formal or informal?

Who is the audience?"



Grammar Focus – Writing in the Present Simple / Polite Modals

Understanding the grammar rule:

We use Present Simple for facts:

Example:

“I work in logistics.”

“The deadline is Friday.”

We use Modals for polite tone:

Example:

“Could you confirm?”

“Would it be possible to...?”

“May I ask...?”

Task: Rephrase the following informal phrase into a formal request.

“Send me the report.”

Grammar Practice – Rewrite to Sound More Professional

Improve the tone in the following sentences:

- “I want the details now.”
- “Tell me if you can come.”
- “Send the file soon.”
- “I don’t know.”
- “That’s wrong.”

Example:

“Could you please send the details?”



Activity – Identify the Mistake

Find the issue in this email:

Subject: File update

Hi James,

I hope you're fine. I want to know about the files.
Tell me if you finish them.

Cheers,
Anna

Discuss: Tone, grammar, missing info, and unclear language.

Task: Suggest how you would rewrite the email and what phrases you would use.



Useful Phrases – Requesting, Confirming, Informing

Discuss the following vocabulary with your tutor:

Action	Example Phrase
Request	“Could you please send...?”
Confirm	“I’m writing to confirm...”
Inform	“Please note that...”
Ask politely	“Would it be possible to...?”
Apologise	“I apologise for the delay.”
Follow up	“Just checking in regarding...”

Activity – Fill in the Email (Gap Fill)

Complete this sample email:

Dear team,

I'm writing to _____ that the workshop will be held on Tuesday.

Please _____ your attendance by Friday.

_____ regards,

Melanie



Cultural Awareness – Email Tone Across Countries

Some cultures write short, direct emails. Others use more formal and polite language.

Discuss:

- What is polite in your culture?
- How long should a business email be?
- How do you structure a business email in your culture/country?
- Is it common to send informal emails in your country?

Note: In international workplaces, clarity and politeness are both essential.

Vocabulary Practice – Verbs for Business Emails

Define and discuss the following verbs with your tutor:

- Attach
- Clarify
- Confirm
- Reply
- Update

Task: Can you create a sentence using the verbs?

Example:

“Please attach the report to this email”.

Pronunciation Practice – Phrases Used in Emails

Repeat these aloud after your tutor to improve pronunciation:

- “Please find attached...”
- “Looking forward to your response.”
- “If you have any questions, feel free to ask.”
- “I hope this email finds you well.”

Tip: Focus: stress, rhythm, and clarity

Speaking Task – Role Play: Email Content Discussion

Imagine you are the team lead. Your tutor is writing an email to a new client.

Prompt:

- Greet politely
- Ask for availability
- Mention topic: project meeting
- End warmly

Discuss what phrases/greetings/sentences you would use to create the email.

Tutor acts as “colleague” to help brainstorm

Common Mistakes to Avoid

Common errors in writing emails:

- No greeting or sign-off
- All lowercase or ALL CAPS
- Too casual (e.g. “Hey boss!”)
- Unclear subject lines
- Being too direct (e.g. “I want this now”)

Fix and practise 2 examples with your tutor.



Grouped Phrases – Quick Reference for Real Work Use

Save these phrase for your next email!

- “I hope you’re doing well.”
- “Just following up on...”
- “Could you kindly...”
- “Please let me know if...”
- “I’m writing regarding...”

Discuss the definition of each one with your tutor, if unsure.

