



Email Writing

A workshop

by

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- **Thank you**
- **Welcome**
- **My introduction—LTFT-ELL**

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- **Duration**
- **Presentation**
- **Handout**
- **Workshop**
- **Q and A**



Email Writing

Objectives

- A
- B
- C

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Email Writing

Contents

- **Guidelines**
- **Conventions**
- **Format**
- **Business English**
- **Editing**

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Let's begin at the beginning!



abolition, adjacent, assume, basic, benevolent, belittle, bona fide, bury, cadet, camouflage, canal, caricature, content (adj.), content (n), cosmetic, cuisine, dais, encyclopaedia, enrich, epitome, fiancé, gigantic, jewellery, loose, opaque, opponent, personnel, pizza, plumber, police, premise, pronounce, pronunciation, radar, receipt, resume, résumé, semester, simultaneous, specific, supremacy, tuition, tyranny, university, vehicle, verbatim, voracious, vowel, wealthy, wrath, yacht, zero

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- **kaizen**
- **the practice of continuously improving the way in which a person/company functions**



Why this workshop?



A million dollar comma

The dispute in Canada between Rogers Communications and Bell Aliant. The argument turns on a single comma in the 14-page contract. The answer is worth 1 million Canadian dollars (\$888,000).



**A 5 million dollar comma
The lack of one Oxford comma
in a Maine state law just cost
Oakhurst Dairy \$5 million in
overtime pay.**



An Oxford Comma Compare

- a) The most important people in my life are my parents, Bill Gates, and Richard Branson.
- b) The most important people in my life are my parents, Bill Gates and Richard Branson



**The moral of the story?
Words matter.
So does punctuation.**

Email Writing

Why this workshop?



To,
The Personal Manager,
Creative Engineering Co Ltd,
Nariman Point, Mumbai,
Maharashtra



पिन PIN

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Letter of Resignation

**This notice is to inform you
that you have been terminated
as my employer with
immediate effect.**

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Task 1

Errors in speech

Can you spot any errors?



A: Please introduce yourself.

B: Myself is Mr Joshi. I am working in ABC since three years.

According to me, I am good in English. But sometime I do mistakes in hurry. I am having lots of knowledge about computer softwares and equipments.



Please introduce yourself.

Myself is Mr Joshi. I am working in ABC since three years.

According to me, I am good in English. But sometime I do mistakes in hurry. I am having lots of knowledge about computer softwares and equipments.

Email Writing



Task 2

Editing a mail

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Imagine that your colleague has asked you to edit an email. How many errors can you spot in the email given on the next slide?



Email Writing



To: witless@nahoo.com
Cc: headless@golgol.com
Bcc: dim-witted@warmmail.com

Dear Mr Mukesh, **5/4/2010**
Myself Manish Joshi, Manager, Brainless Energy Equipments ltd. I am supplying row material and equipments to your company since 5 years.

I can not send you raw materil now as you don't pay the bill yet of my last delivery. This effected my business. If you will not send the money soon I will shue you. This is my last advice. How much can we wait?

I look forward to get my money.
Best wishes,
Manish
Sales and Marketing

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I can not send you raw materil now as you don't pay the bill yet of my last delivery. This effected my business. If you will not send the money soon I will shue you. This is my last advice. How much can we wait?

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To: witless@nahoo.com
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Myself Manish Joshi, Manager, Brainless Energy Equipments ltd. I am supplying row material and equipments to your company since 5 years.

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Best wishes,
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Dear Mr Mukesh, 5/4/2010
Myself Manish Joshi, Manager,
Brainless Energy Equipments Ltd.
I am supplying row material and
equipments to your company since
5 years.

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**I look forward to get my money.
Best wishes,
Manish**

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Here's the revised email.



Email Writing



To: witless@nahoo.com
Cc: headless@golgol.com
Bcc: dim-witted@warmmail.com

Subject: A request to make the payment outstanding against invoice no. 65

Dear Mr Malhotra,

Thank you for giving us the opportunity to supply raw material to your company for five years.

We are sorry to inform you that we are not in a position to supply further raw material to you as we have not yet received the payment for the last delivery in spite of our several reminders.

If the payment is not received within ten (10) days, legal action will be our only alternative.

We look forward to receiving our payment soon.

**Yours sincerely,
Manish Joshi**

Sales and Marketing

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Subject: A request to make the payment outstanding against invoice no. 65

Dear Mr Malhotra,

Thank you for giving us the opportunity to supply raw material to your company for five years.

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We are sorry to inform you that we are not in a position to supply further raw material to you as we have not yet received the payment for the last delivery in spite of our several reminders.

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If the payment is not received within ten (10) days, legal action will be our only alternative.

We look forward to receiving our payment soon.

**Yours sincerely,
Manish Joshi**

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Task 3

Informal vs Formal

Convert the informal email into a formal email.



Informal

Hi

I haven't got my stuff yet. What are you doing?

I asked for it ages ago. And we have paid for it too.

Send it in 2 days or forget it

**Cheers
Suresh**

Email Writing



Formal

Dear Sir/Madam,

This is to bring to your notice that we have not received the goods that we ordered two weeks ago. As we needed them immediately, we placed an order via email and paid online too.

We would appreciate it if you could execute our order soon. In case you are not able to do so, please let us know immediately and refund our money.

We look forward to a quick reply.

**Yours faithfully,
XYZ**

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Formal

Dear Sir/Madam,

This is to bring to your notice that we have not received the goods that we ordered two weeks ago. As we needed them immediately, we placed an order via email and paid online too.

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We look forward to a quick reply.

**Yours faithfully,
XYZ**

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Task 4

Let's learn to be polite.



- 1. I have received your email.**
- 2. Reply soon.**
- 3. I want the details soon.**
- 4. You have made many mistakes in the report.**



- 5. We can't accept your offer.**
- 6. There are tons of things we can do to solve this.**
- 7. We will take you to court.**
- 8. If I were you, I would complain to their bosses.**



Task 5

How are we different?



1. a) If he comes, I'll tell him.
b) When he comes, I'll tell him.
2. a) You needn't have done it.
b) You didn't need to do it.
3. a) I'll do it tomorrow.
b) I'm going to do it tomorrow.



- 4. a) Our office, which has two sections, is located in Mumbai.**
- b) Our office that has two sections is located in Mumbai.**



Task 6

Let's learn how to KISS.

The ABCD of editing!



Rewrite the following sentences in plain English?

- He was conveyed to his place of residence in an intoxicated condition.
- He was carried home drunk.

**Source: Oxford Guide to Plain English
By Martin Cutts**



- **A recommendation was made by inspectors that consideration be given by the company to the fitting of an interlock trip between the ventilation systems.**



- **Inspectors recommended that the company consider fitting an interlock trip between the ventilation systems.**



Edit the following paragraph.

The organizers of the event should try to achieve greater safety both from the point of view of ensuring that the bonfire itself does not contain any unacceptably dangerous materials such as aerosol cans or discarded foam furniture and from the point of view of ensuring the letting-off of fireworks in the designated area, with easily identifiable wardens to be available during the event to prevent people indiscriminately letting off fireworks, to the possible danger of people attending the event.

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Edit the following paragraph.

The organizers of the event should try to achieve greater safety both from the point of view of ensuring that the bonfire itself does not contain any unacceptably dangerous materials such as aerosol cans or discarded foam furniture and from the point of

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view of ensuring the letting-off of fireworks in the designated area, with easily identifiable wardens to be available during the event to prevent people indiscriminately letting off fireworks, to the possible danger of people attending the event.

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Cut verbiage

The ~~organizers of the event~~ organizers should try to achieve greater safety ~~both~~ by ~~from the point of view of~~ ensuring that the bonfire itself does not contain any ~~unacceptably~~ dangerous materials such as aerosol cans or ~~discarded~~ foam furniture and ~~from the point of view of~~ by ensuring the letting-off of fireworks in the designated area, with easily identifiable wardens to be available during the event to prevent people indiscriminately letting off fireworks, ~~to the possible danger of people attending the event.~~

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Cut verbiage

The ~~organizers of the~~ event
organizers should try to achieve
greater safety ~~both by from the~~
~~point of view of~~ ensuring that the
bonfire itself does not contain any
~~unacceptably~~ dangerous materials
such as aerosol cans or ~~discarded~~



foam furniture and ~~from the point of view of~~ by ensuring the letting-off of fireworks in the designated area, with easily identifiable wardens to be available during the event to prevent people indiscriminately letting off fireworks, ~~to the possible danger of people attending the event.~~

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Revised draft

The event organisers should try to achieve greater safety by ensuring that the bonfire does not contain any dangerous materials such as aerosol cans or foam furniture, and that fireworks are let off only in the designated area. Easily identifiable wardens should be present to prevent people from letting off fireworks indiscriminately.

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Final draft

The event organisers should try to achieve greater safety by ensuring that:

- **the bonfire does not contain any dangerous materials such as aerosol cans or foam furniture,**
- **fireworks are let off only in the designated area, and**
- **easily identifiable wardens are present to stop people from letting off fireworks carelessly.**

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**Thank you.
Happy learning, happy sharing!**

Any questions, please?