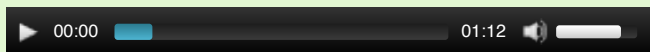


PAST EXPERIENCES. Session 2.- Incoming email.



Caso práctico

Read the text and listen to the situation.



[Resumen textual alternativo](#)
[Script](#)

Susana and Lourdes are busy preparing all the things they need for their presentation. They are working at a computer when 🗨️ suddenly, they hear a beep of an 🗨️ incoming email.



From: mark.parker@britishcorp.co.uk

To: lourdes.serrano@britishcorp.co.uk, susana.moreno@britishcorp.co.uk

🗨️ Subject: Presentation.

Hi girls,

I don't think I have told you that there will be an informal meeting next Tuesday to welcome the new members of 🗨️ staff. I'd like you to give your little talk on that day since everybody will be there. Don't worry, everybody is very 🗨️ welcoming here. We're like a family in this office.

Best wishes,

Mark Parker.

🗨️ PS: Isn't this exciting?

Lourdes is furious, "**Your little talk!** After all the effort that we are putting into this and he calls it **your little talk**. Unbelievable!"

Susana starts to panic, "How are we going to do this? We are very busy and I don't think we'll have time to have everything done 🗨️ by Tuesday. That's impossible!"

"Don't worry, Susana, we still have time. 🗨️ The presentation is due on Tuesday, right? Well, today is Friday. We still have the whole weekend 🗨️ ahead of us."



Think about it

What about you? Have you ever been given a last-minute 🗨️ assignment? Have you ever worked or studied for a whole weekend?

1.- What to say.



Citas Para Pensar

"Nothing is a waste of time if you use the experience wisely."

Auguste Rodin



Caso práctico

Mr Parker also wants the girls to fill in a questionnaire:

"It's an informal online questionnaire", he says, "can you fill it in now please? It will help us to get to know you better and it might help you with your presentation."

"Aha, says Lourdes, there are some interesting questions here. For example..."

1. Can you briefly describe your education / work background?
2. Can you describe your experience learning English? When did you start learning it? Where did you learn it? Do you like it?
3. Who told you about us?
4. Why did you decide to do your training in the UK?"

Susana looks at the questionnaire for a few seconds and then says:

"You're right, Lourdes, let's start by answering these questions and then we'll continue with the presentation. Have I ever told you that I love quizzes and questionnaires? Even those in magazines. You know, like **Are you really in love?** or **Which Star Trek character are you?** "

The girls can't help bursting out laughing.



Think about it

Look at questions numbers 1-4. What is the word order in questions? Is there anything special about question number 3?

Mostrar retroalimentación

Usually, word order in questions is as follows:

(Question word) + auxiliary verb + subject + main verb?

Question 3 is different because there is no auxiliary verb. This happens when the question word is the subject of the question. Other examples: What happened to you? / Who directed Titanic?

1.1.- Writing informal emails.

How often do you use your email? Most of us use it on a daily basis, but do you know how to write a good email in English? Let's see.

Email is electronic mail. You can send an email to someone, or email them. They will reply to your email or email you back.



When we write informal emails, we use a more direct language than the one we use for letter writing. For example, instead of using "I am writing with reference to..." we simply say "about..." and instead of writing "please accept our apologies for this misunderstanding", we email "sorry about". We normally keep emails short and to the point, dealing with one topic per message. It is recommended to use a neutral style, neither too formal nor too familiar.

- ✓ **reply to all:** send an answer to the person who sent an email, and everyone who received a copy of it.
- ✓ **reply:** send an answer to the person who sent an email.
- ✓ **forward:** send an email you have received to someone else.
- ✓ **delete:** get rid of an email you don't want.
- ✓ **cc:** send a copy to...
- ✓ **bcc:** send a blind copy to... (the other people don't know you're sending this copy).
- ✓ **attach:** send a document, for example a picture, with an email.
- ✓ @: at.
- ✓ _: underscore.
- ✓ -: hyphen, dash.
- ✓ .com: dot com.
- ✓ /: (forward) slash.



Caso práctico

Let's take a look at another email that Lourdes has just received:

From: chris.lippett@britishcorp.co.uk

To: lourdes.serrano@britishcorp.co.uk

CC: mark.parker@britishcorp.co.uk

Subject: Paper volume

Hi Lourdes,

Thanks for your email asking for ways of reducing the paper volume. We really need to be more aware of the global environmental problems. Please find attached a word document with specific plans for this. Please let me know if you can't read this attachment. I'm copying Mark Parker in on this. Do forward it to the other interns if you feel that's appropriate.

Looking forward to hearing from you.

Best wishes,

Chris.

2.- How to say it: Questions.



Think about it

Look at the following questions. Do you remember what the word order in questions is? What is different about question 3?

1. Does he like jazz?
2. Why do you want to learn English?
3. Who wrote Romeo and Juliet?



Mostrar retroalimentación

Usually, word order in questions is as follows:

(Question word) + auxiliary verb + subject + main verb?

When the question word is the subject of the question, we omit the auxiliary verb.

2.1.- Questions: form.

When learning a language you soon need to ask a lot of questions. This is what we are learning here, to ask questions. Curiosity may have killed the cat, but I'm sure it's good for you.



- ✓ **Questions with yes/no answers begin with an auxiliary or modal verb** (is, are, do, does, can...) followed by the subject. We usually answer these questions with yes or no.

- ◆ *Can he type letters? Yes, he can.*
- ◆ *Does she work for British Corporation? No, she doesn't.*

Negative questions are formed with not, but there is a difference in the word order between the short form and the full form.

- ◆ **Short form:** auxiliary+n' t +subject+verb.
- ◆ *Don't you like the working hours?*

We use negative questions in speech.

- ◆ **To ask for confirmation.**
 - ◆ *This is a great restaurant! Wouldn't it be nice to come here more often?*
- ◆ **To express surprise, admiration or annoyance.**
 - ◆ *Don't you know how to make a reservation?*
 - ◆ *Isn't she a great secretary?*
 - ◆ *Can't you be quiet for one minute?*
- ✓ **Wh- questions begin with a question word** (Who / Whose /What / Which / When/ Where/ Why / How).
 - ◆ **Who** is used without a noun to ask about people.
 - ◆ *Who do you want to see? The manager.*
 - ◆ **Whose** is used to ask about possession.
 - ◆ *Whose is that car? It's Carla's.*
 - ◆ **What** is used alone or before a noun to ask about things.
 - ◆ *What time did you get up yesterday? // What are you doing?*
 - ◆ **What** is also used to talk about people, animals or things when there is an unlimited choice of answers.
 - ◆ *What countries have you visited?*
 - ◆ **Which** is used alone, before nouns, before one/ones or before of, to ask about people, animals or things. It is normally used when there is only a limited choice of answers.
 - ◆ *Which is our rental car?*
 - ◆ *Which option do you like best, train or coach?*
 - ◆ **Where** is used to ask about places.
 - ◆ *Where is the nearest post office?*
 - ◆ **When** is used to ask about time.
 - ◆ *When is he arriving?*
 - ◆ **Why** is used to ask about reasons.
 - ◆ *Why do you recommend local restaurants?*
 - ◆ **How** is used alone or before an adjective or an adverb to ask about manner.
 - ◆ *How did you get to Prague? By train.*
 - ◆ *How old are you? Twenty-five.*
 - ◆ *How long ago did you start work? Two years ago.*
 - ◆ *How often do you travel abroad? Three times a year at least.*



Ejercicio Resuelto

[Click to read the Spanish translation.](#)

Mostrar retroalimentación

Las preguntas con respuestas de sí o no empiezan con un verbo auxiliar o un modal seguidos del sujeto. La respuesta a esas preguntas es normalmente sí o no.

Las preguntas negativas se forman con "not":

- ✔ Con contracción: auxiliar+"n't"+sujeto+verbo.

Usamos las preguntas negativas cuando:

- ✔ pedimos confirmación.
- ✔ expresamos sorpresa, admiración o molestia.

Las preguntas tipo "wh-" empiezan con un pronombre interrogativo.

- ✔ Who pregunta sobre personas (quién).
- ✔ Whose pregunta por la posesión (cuyo, cuya, cuyos, cuyas).
- ✔ What se usa sólo o con un nombre para preguntar sobre cosas (qué). También se usa para hablar sobre gente, animales o cosas cuando la opción de respuestas es ilimitada. (qué).
- ✔ Which se usa solo, ante nombres, ante "one"/"ones", "of" para preguntar sobre gente, animales o cosas cuando la opción de respuestas es limitada. (cuál/cuáles).
- ✔ Where pregunta sobre lugares (dónde).
- ✔ When pregunta sobre el tiempo (cuándo).
- ✔ Why pregunta por las razones (por qué).
- ✔ How se usa solo o ante un adjetivo o un adverbio y pregunta por la manera (cómo).

2.2.- Subject/Object questions.

Subject and object questions may sound confusing but in reality it is quite simple.



- ✓ Object questions are questions we ask when we want to know the object of the sentence. If the question word is not the subject of the sentence, we use the auxiliary verb.
 - ◆ *How often do you have coffee?*
 - ◆ *Where does he live?*
 - ◆ **Question Word + auxiliary verb + subject + main verb?**
- ✓ We ask subject questions when we want to know the subject of the sentence. If the question word is the subject of the sentence, we don't use the auxiliary verb.
 - ◆ *Who works at the Paris office?*
 - ◆ *Which costs more, the red or the white?*
 - ◆ **Question Word + main verb?**

In Object questions if a verb is followed by a preposition, the preposition usually comes at the end of the sentence.

- ◆ Where are you from?



Ejercicio Resuelto

Click if you want to read an explanation in Spanish.

Mostrar retroalimentación

Usamos preguntas de objeto para preguntar por el objeto de la frase. Si el pronombre interrogativo **no** es el sujeto de la frase usamos un verbo auxiliar.

- ✓ Pronombre interrogativo + verbo auxiliar + sujeto + verbo principal?

En las preguntas de sujeto preguntamos por el sujeto de la frase. Si el pronombre interrogativo es el sujeto de la frase no usamos un verbo auxiliar.

- ✓ Pronombre interrogativo + verbo principal?

En las preguntas de objeto si el verbo es seguido de una preposición, la preposición suele ir al final de la frase.



Think about it

Some common mistakes when asking questions are:

- ✓ *Who does work with you in the office?*
- ✓ *Does he likes dancing?*

Can you correct them?

Mostrar retroalimentación

The correct ones are:

- ✔ Who works with you in the office?
- ✔ Does he like dancing?

2.3.- Intonation in questions.

Did you know that asking questions with the right intonation is the key to understanding and being understood?

Questions can be pronounced with the voice going up at the end or going down at the end.

- ✔ Normally **questions with yes/no answers have a rising intonation**, that is, the speaker stresses the ending of the question. ↑
- ✔ **Wh- questions have a falling intonation** and the speaker stresses the beginning of the question. ↓



Ejercicio Resuelto

Click to read the Spanish translation.


Mostrar retroalimentación

Las preguntas pueden pronunciarse con entonación ascendente o descendente. Las preguntas con respuestas de sí o no tienen entonación ascendente y se acentúa el final de la frase. Las preguntas abiertas tipo "wh-" tienen entonación descendente y se acentúa el principio de la frase.



You should know

Let's practise the intonation in questions and answers. You can visit the following website, listen to the questions and answers and repeat.

 [Intonation in questions.](#)



A step ahead

Intonation is quite complex. To find out more about it, visit the following website.

[Pronunciation tips from bbclearningenglish.com.](#)

2.4.- Prepositions of time.

Prepositions of time in English can be quite confusing. Let's try to find out how they work.



Prepositions of time.

Preposition	Meaning
IN	<p>Months: In March, in August.</p> <p>Years/Centuries: In 1978, in 1066, in 2009, in the 19th century.</p> <p>Seasons: In spring, in summer.</p> <p>Times of day: In the morning, in the afternoon, in the evening.</p>
ON	<p>Dates: On July 4th.</p> <p>Days: On Monday(s), on Monday morning(s), on Christmas Day, on Valentine's Day.</p>
AT	<p>Times:</p> <ul style="list-style-type: none"> ✓ At half past ten, at 8:40. <p>Festival periods:</p> <ul style="list-style-type: none"> ✓ At Christmas, at Easter. <p>Expressions with at:</p> <ul style="list-style-type: none"> ✓ At the moment / at present, at the same time, at weekends / at the weekend, at the age of..., at night.
UNTIL - TILL	<p>If something happens until a particular time, it continues and then stops at that time:</p> <ul style="list-style-type: none"> ✓ Until recently, Anna worked as a secretary in Japan. ✓ I'll sit here till you get back.
FROM - TO	<p>We use from and to + the beginning and end of a period:</p> <ul style="list-style-type: none"> ✓ Last evening we watched TV from 6 to 8 o'clock.
DURING	<p>From the beginning to the end of a period of time:</p> <ul style="list-style-type: none"> ✓ During the film, during our holiday, during the night. ✓ During the summer she worked as a lifeguard.



Ejercicio Resuelto

Click to read the Spanish translation.

Mostrar retroalimentación

La preposición **in** la utilizamos con los meses, años, estaciones y algunas partes del día.
La preposición **on** la utilizamos con las fechas y los días.
La preposición **at** la utilizamos con las horas, los periodos festivos y algunas expresiones.
La preposición **until / till** significa hasta.
Las preposiciones **from / to** significan desde / hasta.
La preposición **during** significa durante.



You should know

Listen to The Flatmates episode on time expressions.

[Time expressions Listening.](#)

Now read the information.

[Time expressions Language point.](#)

And finally, take this quiz to test what you have learned.

[Time expressions Quiz.](#)

Good luck!

2.5.- Now put it into practice (I).

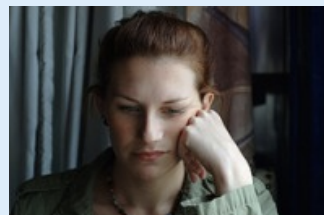
It's time to test what you have learnt!



Autoevaluación

Fill in the blanks with a suitable question word "wh-?"

1. [] is your surname?
2. [] do you spell your surname?
3. [] do you live?
4. [] do you do?
5. [] were you born, in 1986?
6. [] in Spain were you born?
7. [] [] have you been waiting?
8. [] [] money have you got?
9. [] [] brothers or sisters have you got?
10. [] [] people registered for the course you are attending?
11. [] are you going with?
12. [] does your classmate look like?
13. [] of these two briefcases is yours?
14. [] is this passport?
15. [] do you like learning English?



Enviar



Autoevaluación

Make suitable questions for these answers.

1. [] ? We went to Brighton.
2. [] ? We had a meeting.
3. [] ? We came back on 23rd October.
4. [] ? I went with Christopher.
5. [] ? Our partner John arranged everything.
6. [] ? There were about 50 people.
7. [] ? They were writing a memo.
8. [] ? We went there by car.
9. [] ? Yes, I used to go camping every summer.
10. [] ? He's upset because he didn't get a promotion.

Enviar

1. **Where did you go?** We went to Brighton.
2. **What did you do?** We had a meeting.
3. **When did you come back?** We came back on 23rd October.
4. **Who did you go with?** I went with Christopher.
5. **Who arranged everything?** Our partner John arranged everything.
6. **How many people were there?** There were about 50 people.

7. **What were they doing?** They were writing a memo.
8. **How did you go there?** We went there by car.
9. **Did you use to go camping?** Yes, I used to go camping every summer.
10. **Why is he upset?** He's upset because he didn't get a promotion.

2.5.1.- Now put it into practice (II).



Autoevaluación

Fill in the blanks with a suitable time preposition.

1. Peter is arriving February 26 6 o'clock the evening.
2. Don't be ridiculous; there were no TVs the seventeenth century!
The TV was invented the 1920s.
3. We have yoga classes Mondays and Wednesdays 6:30 7:30.
4. The course begins 7 January and ends 10 June.
5. Are you doing anything interesting the weekend?
6. Mary's grandmother died 1976 the age of 84.
7. Jack's brother is unemployed the moment.
8. I didn't see her Christmas Day.
9. James usually gets up late Sunday mornings.
10. There are a lot of parties New Years Eve.



Enviar

3.- Words you need: Informal emails (I).

Here you have a number of standard phrases used for emails.

You can begin your email with:

- ✓ *Hi / Dear Daniel,*

You can end with:

- ✓ *(All) Best wishes.*
- ✓ *(Kind / Best) Regards.*

To people you know well, you can end with:

- ✓ *All the best.*
- ✓ *Best.*

If you are expecting a reply:

- ✓ *I look / Looking forward to hearing from you.*
- ✓ *Please write soon.*
- ✓ *Hope to hear from you soon.*

Making reference:

- ✓ *About...*
- ✓ *With reference to ...*
- ✓ *Thanks for your email...*

Replying to a request:

- ✓ *Here is / Here are...*
- ✓ *Thanks for...*

Providing information:

- ✓ *Just to let you know...*
- ✓ *A quick note to tell you...*


Confirming:

- ✓ *Just to confirm that...*

Asking for information or advice:

- ✓ *Can you tell me about...*
- ✓ *Please tell me about...*
- ✓ *Could you tell me if...*
- ✓ *Please let us know about...*

Explaining and clarifying:

- ✓ *Here's some information about...*
- ✓ *Just to  clarify...*

Enclosing information:

- ✓ *Please find attached a ...*
- ✓ *Attached is ...*



3.1.- Informal emails (II).

And more standard phrases for emails.

Apologising.

- ✓ *Sorry for...*
- ✓ *Sorry about...*

Arranging a meeting.

- ✓ *See you on...*
- ✓ *Let's  meet up to d  iscuss...*

Requesting.

- ✓ *Could you...*
- ✓ *Please could I have...*
- ✓ *Please could you give me...*
- ✓ *Please send me...*



Establishing context.

- ✓ *Mrs Blanco asked me to write to you about...*
- ✓ *Could you give me some information about...*
- ✓ *Would you be interested in...*

Offering help.

- ✓ *Let me know if you'd like any other information.*
- ✓ *Feel free to contact me...*

For urgent matters.

- ✓ *Please  get back to me asap.*
- ✓ *Please reply  asap.*

Sometimes abbreviations are used in emails.

- ✓ *AFAIK: As far as I know.*
- ✓ *HTH: Hope this helps.*



Think about it

What do you think the following abbreviations mean?

- ✓ ASAP.
- ✓ BTW.
- ✓ CUL.
- ✓ FYI.
- ✓ IMO.
- ✓ POV.
- ✓ TIA.
- ✓ TTFN.

Mostrar retroalimentación

- ✔ ASAP: As Soon As Possible.
- ✔ BTW: By The Way.
- ✔ CUL: See You Later.
- ✔ FYI: For Your Information.
- ✔ IMO: In My Opinion.
- ✔ POV: Point Of View.
- ✔ TIA: Thanks In Advance.
- ✔ TTFN: Ta Ta (Bye) For Now.



Think about it

Write in the forum:

What do you use email for? Does email save time or does it just make more work? Should employees send and receive personal emails at work?

3.2.- Now put it into practice.



Think about it

How would you change this email to make it sound more professional? Use expressions that mean the same as the underlined expressions.

From: chris.lippett@britishcorp.co.uk
 To: daniel.owen@britishcorp.co.uk
 CC: nora.peterson@britishcorp.co.uk
 Subject: Advertising budget.



Hi Daniel,

Thanks for your email asking for ways of reducing the advertising budget. I'm sending this email to Nora Peterson too. With this email, you'll find a word document with specific plans for this. Please let me know if you can't open the document that comes with this email. I'm sending it to the rest of the board.

Send me a reply soon.

Bye,

Chris

Mostrar retroalimentación

Hi Daniel,

Thanks for your email asking for ways of reducing the advertising budget. I'm **copying Nora Peterson in on this**. **Please find attached** a word document with specific plans for this. Please let me know if you can't open the **attachment**. I'm **forwarding** it to rest of the board.

Hope to hear from you soon. / Looking forward to hearing from you.

Best wishes / Kind regards,

Chris



Autoevaluación

Match the bodies of emails with their responses. Write A, B or C in the central column.








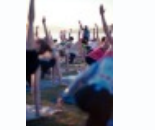



Matching exercise.

Body of emails	Match	Response
Dear Sharon, Just a quick note to tell you that the meeting	<input type="checkbox"/>	A. Thanks for the info. I have already marked the date on my calendar.

Body of emails	Match	Response
<p>has been arranged for Monday next week at 9 a.m. All the trainees are expected to attend. I look forward to seeing you there. Kind regards,</p>		
<p>Dear colleagues, The fire alarms are going to be tested next Friday at 8. This is going to happen on a weekly basis. Best wishes,</p>	<input checked="" type="checkbox"/>	<p>B. About the meeting on Monday next week, I know I should go but, I was wondering... do I really have to go?</p>
<p>Hi Sean, Just a quick email to remind you that we have a very important conference next Thursday. Please remember to bring the presentation with you. All the best,</p>	<input checked="" type="checkbox"/>	<p>C. See you at the conference with the presentation.</p>

Appendix.- Licences of resources.

Licences of resources used in session 2. "Incoming email".

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	By: Kevin Zollman. License: CC by-sa 2.0. From: http://www.flickr.com/photos/36144637@N00/159627089/		By: freefotouk. License: CC by-nc 2.0. From: http://www.flickr.com/photos/freefoto/2962277374/
	By: 婊儿喵喵. License: CC by-nc 2.0. From: http://www.flickr.com/photos/crystaljingsr/3914729343/		By: Valerie Everett. License: CC by-sa 2.0. From: http://www.flickr.com/photos/valeriebb/3006348550/
	By: Stephen Mackenzie. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/zstephen/4403943629/		By: Matthew Kirkland. License: CC by-nc 2.0. From: http://www.flickr.com/photos/simpologist/16734948/
	By: Luigi Anzivino. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/ilmungo/146997258/		By: lululemon athletica. License: CC by 2.0. From: http://www.flickr.com/photos/lululemonathletica/4799661513/
	By: JASE Digital Media. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/jaselabs/3306827131/		By: Morgen Bell. License: CC by-nc 2.0. From: http://www.flickr.com/photos/mrvelocipede/184566527/
	By: Michael Surran. License: CC by-sa 2.0. From: http://www.flickr.com/photos/extraketchup/622612084/		