

Email enquiries disappearing text memory game

Work in groups of two to four people. Look at the text below that your teacher tells you to look at. The first person reads out the whole of the text, then takes away one word (by covering it, or by changing it to white if you are working on a computer).

The next person will then read the whole text, including the word that was just taken away, and choose one more word to cover or change to white.

Take turns reading out the whole text and taking away more words until the whole text has disappeared, until you give up, or until your teacher stops the game. You should always try to say exactly what is written in each square, even when other words would also be correct.

If you are doing this online (on Zoom, etc), one person should share their screen and take away the words that everyone chooses.

Useful language for saying which word you want to take away

"I want to delete.../ "I'm going to take away..."

"In the first/ second/ third/...th/ last + section/ paragraph"

"The first/ second/ third/ fourth/ ...th word."

"In the first/ second/ third/ fourth/ ...th column."

"In the first/ second/ third/ fourth/ ...th row."

If your teacher tells you to, do the same with another text below.

Read through all the model emails and ask about anything you can't understand, think could be a different word, etc.

After the brainstorming stage below, test each other:

- Choose one section and read phrases with words missing for your partner to complete
- Choose one section and help your partner make suitable sentences by giving them key words, etc.
- Choose one phrase for your partner to use in an example requests or enquiries email, or to use in a responding to requests or enquiries email
- Choose one phrase for your partner to use in an email, listen to their email including that language, respond to what it says in an answer email, then continue the email exchange if necessary
- Roleplay similar email exchanges, replying with whole emails until the exchange is finished

Email 1 – Formal enquiry

Dear	Sir	or	Madam,	-----
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I	am	writing	to	you
regarding	insurance	for	small	companies.

First,	I'd	like	to	know
what	size	companies	you	insure.
We	only	have	three	employees,
so	I	wonder	if	such
a	small	company	is	covered.

My	second	question	is	about
contract	length.	If	possible,	we
would	like	a	15-year	contract.

Lastly,	we	are	interested	in
policies	covering	reputation	risk.	Could
you	give	me	some	information
on	prices	for	such	policies?

I	look	forward	to	hearing
from	you	soon.	-----	-----

Sincerely	yours,	Alex	Case	(Mr)
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Email 2 – Formal positive reply

Dear	Mr	Case,	-----	-----
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Thank	you	very	much	for
your	interest	in	our	products.
Please	find	my	answers	below.

In	answer	to	your	first
question,	there	is	no	minimum
size.	We'd	be	very	happy
to	offer	your	company	insurance.

You	also	asked	about	contract
length.	I'm	afraid	fifteen	years
isn't	possible,	but	we'd	be
happy	to	offer	you	ten.

Regarding	prices,	they're	negotiable.	If
you	let	us	know	your
needs,	we'll	make	a	quote.

We	are	looking	forward	to
hearing	from	you	soon.	-----

Best	regards,	Harold	Beam	-----
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Email 3 – Informal request

Hi	Gordon,	-----	-----	-----
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How	are	you	doing?	Hope
you	had	a	good	trip.

I'm	writing	about	reorganisation	of
the	department.	Could	you	possibly
have	a	look	at	the
attached	plan	and	see	if
I'm	on	the	right	track?

Thanks.	All	the	best,	Dave
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Email 4 – Informal negative reply

Hi	Dave,	Really	nice	to
hear	from	you.	Congratulations	on
getting	the	project	leader	job.

Really	sorry	but	I'm	flying
to	Hawaii	for	my	honeymoon
tonight	so	I	won't	have
time	to	look	at	it.
If	you	send	it	to
Sally,	she	can	probably	help.

Sorry	about	that.	Good	luck
with	the	project.	Best,	Gordon.

Brainstorming stage

Write as many phrases as you can below, look above for ideas, then brainstorm more.

Starting emails**Email opening greetings****Email opening lines****Body of emails****Enquiries****Responses to enquiries****Ending emails****Email closing lines****Email closing greetings****Different ways of writing your name at the end of an email**

Compare your extra ideas as a class or with the list of phrases from page 368.

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