



# ELEMENTARY- UNIT 2- WORK SKILLS

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**EMAILING- REQUESTING  
INFORMATION AND  
ANSWERING**

MBA ANA LILIA LINARES ACOSTA

## 2 AGENDA:

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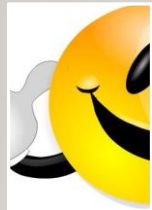


**an|i**  
Specialized English  
We care for your success!

1. Parts of a formal email

2. Key words for structuring your email

### 3 PARTS OF A FORMAL EMAIL



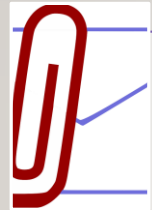
1. Opening- Saludo



2. Previous contact –  
Contacto previo (¿dónde  
conociste o cómo obtuviste  
el mail del destinatario?)



3. Request- Solicitud



4. Attachment – Archivo  
Adjunto



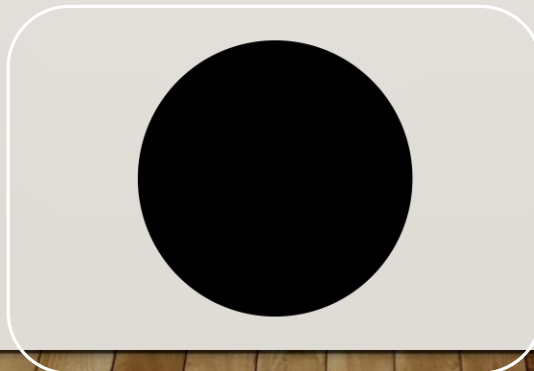
5. Future contact- Generar  
empatía hacia una respuesta



6. Closing - Despedida



¿Cómo decir tu mail y el “aroba”?  
We say: “@=at”,



¿Cómo decir “punto”? We say 'dot'



Example:  
**info@inglesespecializado.com** is  
'info at inglesespecializado dot com'

## 4 PARTS OF A FORMAL EMAIL - EXAMPLE

### Opening

- Dear Mr. Smith,

### Previous Contact

- It was very good to meet you via telephone yesterday. Thank you for your interest in our company and our products / services.

### Request

- Could you please send me your contact information and the products/services you require from us?

### Attachment

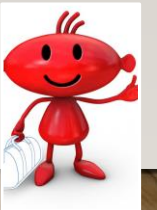
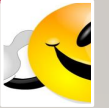
- Please find attached the list (in PDF) of our products/services so you can choose your favorite(s).

### Future contact

- I look forward to serving you in the future.

### Closing

- Best regards= Kind regards.





# 5 KEY WORDS FOR STRUCTURING YOUR EMAIL



- Dear, Hi, Hello
- It was very good to + verb (meet, listen, speak, talk )
- It was very good to meet you
- It was very good to listen to your conference
- It was very good to speak/talk to you via telephone yesterday
- I´m so happy to see that you are subscribed in our mailing list
- Thank you for your interest in our company and our products / services.
- Thank you very much for your email
- Could you please (+ verb ) send me your contact information and the products/services you require from us?
- Would you please be so kind and send us your requirements?
- Could you please phone me tomorrow at 1 pm?
- Would you please contact my assistant?
- Could you please forward the email?
- Please find attached the list (in PDF) of our products/services so you can choose your favorite(s).
- Attached you can see the information about the results of last year
- I´m attaching all the procedures that we need to deliver
- I look forward to serving you in the future.
- I´m looking forward to meeting you!
- Best regards= Kind regards.
- Greetings.

## 6 ¿QUÉ SIGNIFICA EL “ LOOK FORWARD” ?

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Look **forward** to something means to be pleased or excited that it is **going** to happen.

The 'to' in look **forward** to is a preposition, so we must follow it by a **noun phrase or a verb in the -ing** form:

“I'm **looking forward** to the holidays.”

“We're **looking forward to going** to Switzerland next month.”

# 7

## LINKS FOR PRACTICING

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- <https://dictionary.cambridge.org/grammar/british-grammar/verb-patterns/look-forward-to>
- <https://learnenglish.britishcouncil.org/en/english-emails/unit-1-email-addresses>
- <https://learnenglish.britishcouncil.org/en/english-emails/unit-2-sending-and-receiving-emails>