

Worksheet 7: Internal communication

1 Do you write emails to people in your company? Which department are they in?

2 Read five short emails from one person to different departments in a company.

a Write the department name on the *To* line.

Administration Accounts Transport Human Resources Sales

b Write the subject on the *Subject* line.

New order Office equipment Job applicant Unpaid invoice Forgot attachment

To: _____

1

Subject: _____

Can I have a new swivel chair? My old one is broken. And our photocopier isn't working again. Please can you call the technician? Thanks.

To: _____

2

Subject: _____

Thanks for the CV. I'd recommend we interview Niles Jackson because he's assisted the manager in an import company before so he has experience. We should call him asap.

To: _____

3

Subject: _____

Do you have the invoice for AGL's last order? I don't think they paid us. Do you want me to call them?

To: _____

4

Subject: _____

Thanks for this new order. Sorry but the last page of the attachment doesn't open. Is it for three hundred or three thousand?!

To: _____

5

Subject: _____

Sorry I forgot to attach the delivery note. Here it is again. And you spelled the client's name incorrectly. It's 'White' not 'Wait'.

3 Read the information box, then write subject lines for these emails.

The average manager receives over 100 emails a day, so subject lines in emails are important. The subject line must get the reader's attention and summarise the content. When you write a subject line:

- use one or two words
- use key words from the message
- use summarising words

Subject: _____ **1**
 Is it possible to send me the manual for the new gas turbine?

Subject: _____ **2**
 In the future we should buy our optical writing from Rimco telecommunications. The quality is better and they're cheaper.

Subject: _____ **3**
 King Oil haven't delivered the five barrels yet and they're late. Would you like me to call them?

Subject: _____ **4**
 Do you remember the rep from England we met last week? Is his first initial E or A?

Subject: _____ **5**
 Here are his details attached. And it's A for Alan.

4 Complete the table with expressions from the emails in Exercises 2 and 3.

Request	<i>Can I have ... ?</i>	_____
Recommend		_____
Offer		_____
Check	<i>Was it ... ?</i>	_____
Clarify		_____

5 Think of what emails you might write in your job. Then follow these steps.

- 1 Write an email to request, recommend, offer, check or clarify. Do NOT write the subject line.
- 2 Swap your email with a partner. Write a subject line for your partner's email.
- 3 Read your emails and subject lines. Do you like your partner's subject line?
- 4 Repeat 1–3 with another email.

I CAN	
write a clear subject line	<input type="checkbox"/>
request	<input type="checkbox"/>
recommend	<input type="checkbox"/>
offer	<input type="checkbox"/>
check	<input type="checkbox"/>
clarify	<input type="checkbox"/>