



Course: Business E-mail Writing

Course Description:

The course is designed to help learners communicate more effectively and professionally through business email writing. It includes writing effective business correspondence through email in many situations and approaches.

Objectives:

- To help learners communicate more effectively and professionally through email writing
- To improve business e-mail writing

Period: 30 hours

Course Contents:

Class	Topic	
1 - 2	Basics	1: Formal or informal? 2: Key phrases 3: Opening and closing 4: Giving news 5: Advice and suggestions 6: Invitations and directions 7: Checking understanding
3 - 4	Language focus	8: Verb forms 9: Sentence 10: Missing out words; abbreviations 11: Common mistakes 1 12: Common mistakes 2 13: Punctuation and spelling
5	Style	14: Being brief and businesslike

		<p>15: Being informal and friendly</p> <p>16: Being polite and diplomatic</p>
6 - 7 - 8	Professional	<p>17: Information</p> <p>18: Action</p> <p>19: Memos and short messages</p> <p>20: Arranging a meeting</p> <p>21: Negotiating with external partners</p> <p>22: Commercial: customer/supplier sequence</p> <p>23: Commercial: inquiries and orders</p> <p>24: Commercial: discussing terms</p> <p>25: Commercial: asking for payment</p> <p>26: Job application</p>
9	Problems	<p>27: Complaints</p> <p>28: Apologies</p>
10	Reports and analysis	<p>29: Reports: structure and key phrases</p> <p>30: Linking words and relative clauses</p> <p>31: Describing trends</p> <p>32: Explaining trends</p>