

Business communication 2: email

SOLUTIONS

- 1 1 subject
- 2 2 contact details / contact information
- 3 3 blind copy
- 4 4 bcc
- 5 5 bcc
- 6 6 forwarded
- 7 7 forwarding
- 8 8 reply to all
- 9 9 reply

NOTE: In this exercise, part 3.2 and 3.6 need neutral terms for the unknown person that is NOT Sir/Madam.

2 (sample answer)

From: wu.lee@sinophone.com
To: gunilla.madsen@norgequip.com
cc: lin.weng@sinophone.com
22 June 2016
Dear Gunilla,
It was very nice meeting you too at the trade fair last week. I hope you had a smooth trip back to Oslo. Please find attached a document with information about Sinophone. Lin Weng is our purchasing manager: I'm copying him in on this. I will also forward your details to Shu Bao, our finance director. Please don't hesitate to contact me if you require any further information.
Best regards
Wu Lee

- 3 1 Hi Jim; Best
- 2 2 Dear ; Best regards
- 3 3 Dear Ms Preston; Regards
- 4 4 Dear Mike; All the best
- 5 5 Dear Mr Collins; Best regards
- 6 6 ; Best regards

Over to you (sample answers)

- In my view, email doesn't save time. It creates more work, because people send messages that they wouldn't bother sending if they had to write a letter or phone.
- Company employees shouldn't be allowed to send and receive personal emails at work, or surf the internet, because it wastes the company's time and costs the company money.