

Professional Email Match Game



Level:

Beginner—Intermediate, can be adapted for higher levels



Objectives:

The student will be able to identify different email practices from different countries and learn the difference between personal and professional language.



Timing

10-15 minutes, can be expanded further into a variety of writing practices.



Prep/

Materials:

- An authentic email written by the student to a colleague (the email should contain at least a few sentences of writing)
- Fill in the blank exercise (example on pg. 2)



Breakdown:

1. Together with the student, discuss the difference between personal and professional emails. You can also discuss common global etiquette, tips & tricks to reduce misunderstandings, and more—here are some resources:

[Master the art of global email etiquette](#)

[Avoid Confusion in International Emails](#)

[5 Things you need to know about international email etiquette](#)

3. Introduce formal phrases that are typically used in business emails
4. Complete a fill in the blank exercise with the formal phrases you just introduced already provided for the student (an example is on page 2)
5. Have the student re-write their email so that it uses some of the formal phrases introduced in the lesson.
6. Discuss how tonality and vocabulary changes the message of an email

Does your student like to study with flashcards? If so, here are some prompt ideas—the answers on the back of the card can vary, have them write a few!

- A formal way to say that you 'asked the person for' something before
- A formal way to say 'we are thinking about' doing something
- A polite way to say 'we want' or to say 'also'

Host Country Email Etiquette



Example:

_____ Joanne,

It's great to _____. Thank you for sending over the contract.
_____, you'll find the signed copy for your records.

Could you please _____ to my team by _____ with an update on the proposed timeline for this project? We are very excited to get started, so _____, but a _____ for the kickoff should be no later than December 1st.

Please let me know _____.

_____,
Tony

best

attached

firm deadline

if you have any questions

connect with you

revert back

the sooner the better

dear

end of business