













# Inhalt

PAGE	UNIT TITLE	TOPICS	INBOX & OUTBOX
5	<b>1 An introduction to emails</b>	The email screen Email structure Subject lines	 A questionnaire  Security tools – protecting or controlling us?
11	<b>2 Formal &amp; informal emails</b>	Register Formal/informal phrases Abbreviations Correct spelling	 Emoticons  How important is accuracy in emails?
18	<b>3 Enquiries</b>	Writing and replying to enquiries The advantages and disadvantages of email Polite language	 Email addresses & symbols  The right (N)etiquette when sending emails
25	<b>4 Requesting action</b>	Writing to colleagues Talking about deadlines and taking action Common verb-noun phrases	 Acronyms and abbreviations  To cc or not to cc?
32	<b>5 Exchanging information</b>	Informing and replying Colloquial language and contractions Quoting from previous emails Being diplomatic	 Formality quiz  Time management and managing emails – a contradiction?
39	<b>6 Making and confirming arrangements</b>	Typical phrases for making arrangements Prepositions of time Saying you're sorry	 Domain names  Spamming out of control
PAGE	APPENDIX		
46	<b>Test yourself!</b>		
48	<b>You've got mail!</b>		
52	<b>Answer key</b>		
59	<b>Transcripts</b>		
63	<b>A–Z wordlist</b>		
66	<b>Model emails</b>		
70	<b>Useful phrases and vocabulary</b>		