

**COMMUNITY
COLLEGE
EDITION**

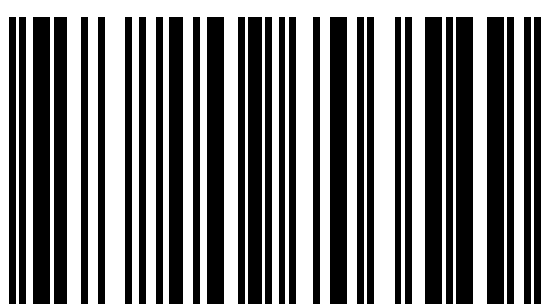


FUNCTIONAL ENGLISH SERIES

WORKPLACE DIGITAL COMMUNICATION

INSTRUCTOR'S COPY

e ISBN 978-629-97035-4-9



9 7 8 6 2 9 9 7 0 3 5 4 9

Workplace Digital
Communication

**KANTHAMMAL P.
RHASHVINDER KAUR A.S.
PRAPAGARAN B.
YOKESWARI K.S.**

**KOLEJ KOMUNITI SEBERANG JAYA
KOLEJ KOMUNITI PASIR SALAK
KOLEJ KOMUNITI SELAYANG
POLITEKNIK MERSING JOHOR**



**KEMENTERIAN PENGAJIAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI**

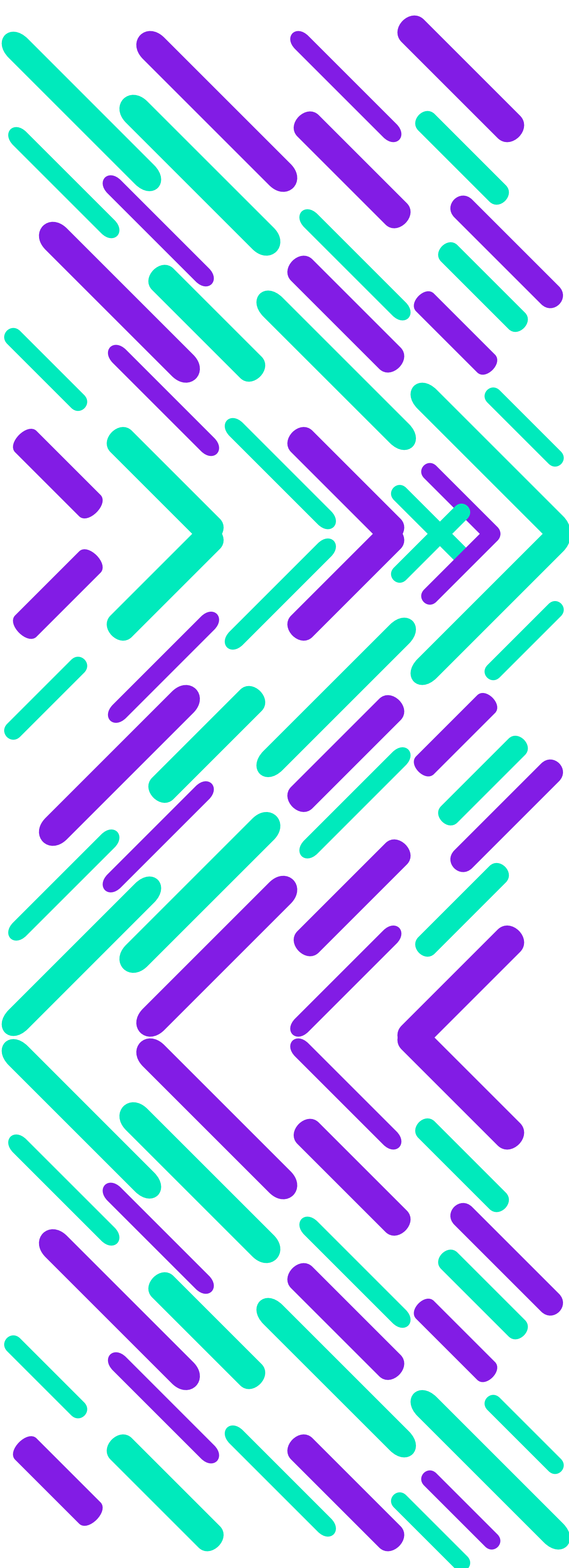
COMMUNITY COLLEGE EDITION

FUNCTIONAL ENGLISH SERIES

**WORKPLACE
DIGITAL
COMMUNICATION
(CEFR B1 - B2)**

**KANTHAMMAL P.
RHASHVINDER KAUR A. S.
PRAPAGARAN B.
YOKESWARI K. S.**

INSTRUCTOR'S COPY



Copyright

First Published 2022 @ Curriculum Division

No part of this eBook may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording or by any information storage and retrieval system, without written permission from the author/publisher.

Cover by Canva

Perpustakaan Negara Malaysia

Essential English Series - Social Interaction by Kanthammal Paidathalee (Seberang Jaya Community College), Rhashvinder Kaur Ambar Singh (Pasir Salak Community College), Prapagaran Bala Krisnan (Selayang Community College), Yokeswari Komara Singam (Mersing-Johore Polytechnic).

eISBN 978-629-97035-4-9

1. Community College Language Course for Diploma.

2. Government publications--Malaysia.

3. Electronics book.

I. Kanthammal Paidathalee

II. Rhashvinder Kaur Ambar Singh

III. Prapagaran Bala Krisnan

IV. Yokeswari Komara Singam

V. [Title no.]

Publisher

Curriculum Division

Department of Polytechnic & Community College Education (DPCCE)

Ministry of Higher Education

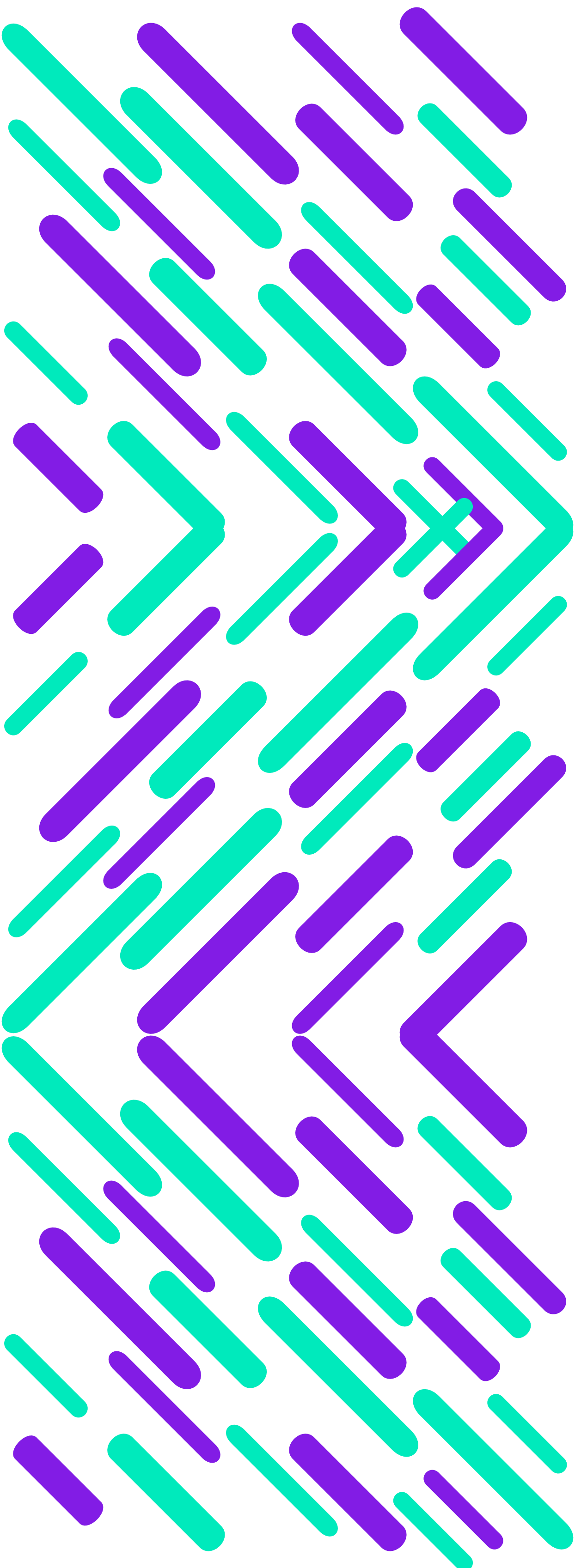
Galeria PjH, Aras 4-7 Jalan P4 W

Persiaran Perdana, Percint 4

62100 Wilayah Persekutuan Putrajaya

www.mypolycc.edu.my

Copyright © 2022 Kanthammal P., Rhashvinder Kaur A. S., Prapagaran B., & Yokeswari K. S.



The Functional English Series - Workplace Digital Communication (Community College Edition) is an initiative mooted by Curriculum Division, Department of Polytechnic & Community College Education (DPCCE) in line with the latest curricula revision in 2021. A dash of authors from various community colleges and a polytechnic collaborated to develop the electronics book (e-books). The authors would like to express their utmost gratitude to all individuals involved in this initiative from the Department of Polytechnic & Community College Education (DPCCE) and Curriculum Division for their commitment and guidance in making this e-book project a success.

ACKNOWLEDGEMENT

Assalamualaikum Warahmatullahi Wabarakatuh.

First and foremost, I would like to thank Allah SWT for this wonderful opportunity to publish an academic e-book entitled 'Functional English Series - Workplace Digital Communication (Community College Edition).' I would like to congratulate General Studies Unit, Curriculum Division, Department of Polytechnic and Community College Education, for mootng this initiative to publish this e-book.

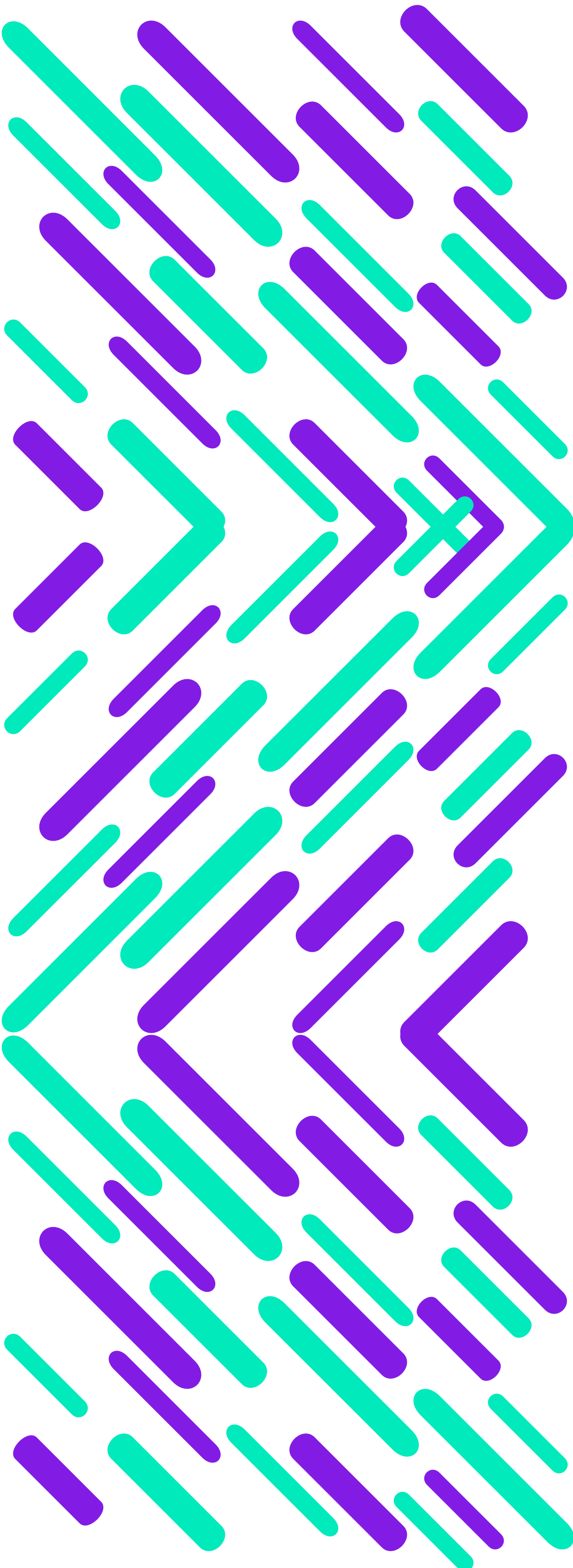
I would also like to congratulate Selayang Community College to coordinate this project successfully. Besides that, special thanks to Language Lecturers from Selayang Community College, Seberang Jaya Community College, Pasir Salak Community College, and Mersing-Johore Polytechnic for collaborating as co-authors and co-editors of this e-book.

It is hoped that Functional English Series - Workplace Digital Communication (Community College Edition) will be the main source of reference that guides our learners who further their studies in diploma programs offered in Community Colleges in Malaysia. This informative and interactive e-book will definitely support the teaching and learning process for both, the instructors and the learners.

Last but not least, I would like to thank every individual who is involved in the completion of this e-book directly or indirectly. It is such a great accomplishment to see this e-book gets published. Truly, ideas worth shared. Well done.



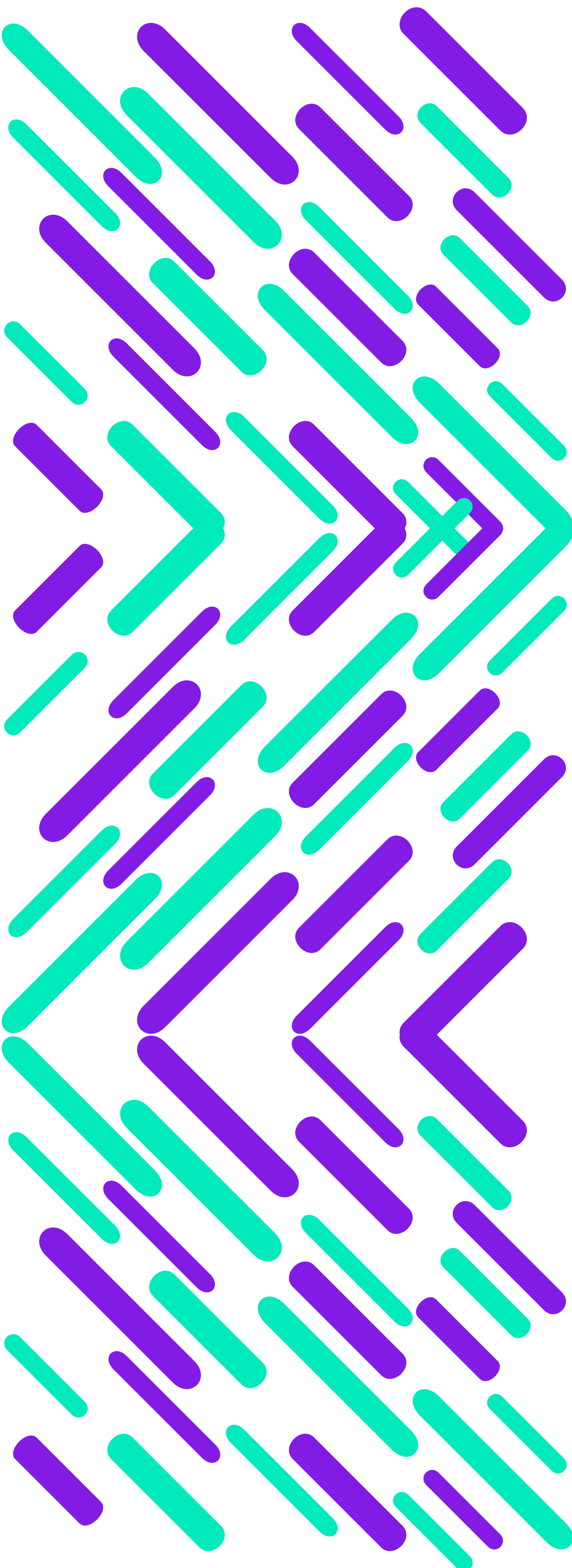
Hajah Norhayati Binti Zakaria, PhD.
Director
Curriculum Division
Department of Polytechnic and
Community College Education



The Functional English Series (Community College Edition) is specially designed to develop communicative skills for learners by emphasizing the essential knowledge, skills, and understanding to apply English in everyday life, especially in the workplace context. This e-book on Workplace Digital Communication is tailored for learners who further their studies in diploma programs offered in Malaysia Community Colleges. This ebook is hoped to enable learners to function as independent language user between CEFR B1 and CEFR B2.

The main objective of this e-book is to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written form. Thus, the e-book is designed to enable learners to function competently and confidently in communicating ideas using various type of digital communication channels and platforms within the workplace context. It is hoped that the e-book enhances their ability to function and interact effectively in written communication, in both, formal and informal situations.

The e-book comprises informative slides on digital communication and 25 practices that focus on workplace scenarios. The slides and practices are exclusively crafted to develop learners' vocabulary, grammar usage, and industry-led communicative skills of listening, speaking, writing, and reading. The e-book also compiles a formative test to check learners' grasp and understanding of the topic.



The content of this e-book is hoped to provide ample opportunities for learners to master workplace communication in the most interactive manner. The e-book will allow learners to be able to:

- discuss the basics of digital communication by describing various online corresponding channels commonly used in the workplace such as text messages, web chats, and emails, to name a few
- discuss the general importance and professional etiquette of using the online corresponding channels for work-related situations
- write memos, notices, text messages, and emails to inform or update colleagues or supervisors on important work-related matters using various suitable online corresponding channels
- display the ability to process enquiries and complaints via web chats on work-related matters
- respond to ideas and feedback shared in an appropriate manner via digital communication platforms by interpreting them correctly
- react to ideas and feedback using polite and professional language expressions

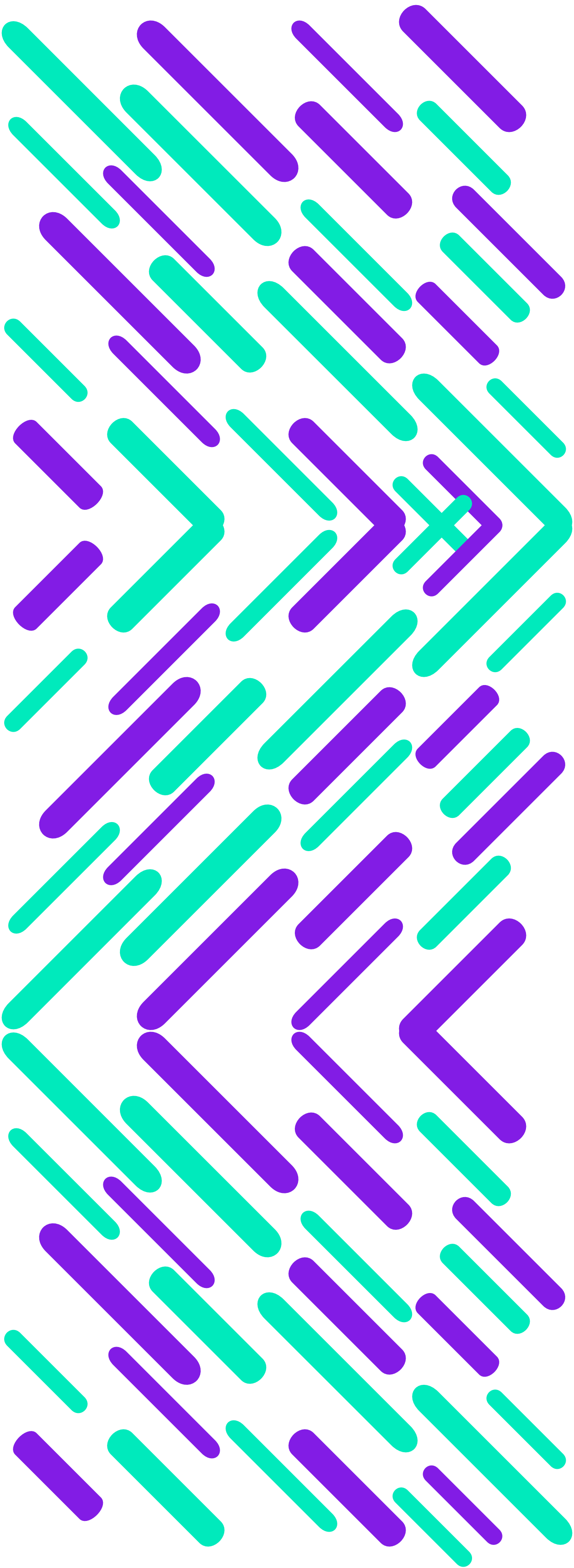
June 2022

KANTHAMMAL P.

RHASHVINDER KAUR A. S.

PRAPAGARAN B.

YOKESWARI K. S.



- This e-book is a suggested material for teaching and learning of Functional English Series: Workplace Digital Communication.
- The contents of slides and practices can be adopted or adapted according to the suitability of the program offered in respective Community Colleges.
- This e-book is strictly not for sale. The authors and publisher do not give any consent to such illegal activities.
- For the practices in Quizzex.com, instructors are required to:
 - i. search for the practices using the exact keyword given in the table below.
 - ii. kindly duplicate the practices to respective Quizziz platforms to personalize and manage the contents well.

PRACTICE	PAGE	KEYWORD
1	14	FET1 – WORKPLACE DIGITAL COMMUNICATION
9	45	MEMO, NOTICE, TEXT MESSAGE, & WEBCHAT
14	69	FET1 – BASICS OF EMAIL
16	85	FET1 – EMAIL ETTIQUETTE
20	111	FET1 – FORMS & FUNCTIONS – WRITING EMAILS
21	125	FET1 – FORMS & FUNCTIONS – REPLYING TO EMAILS
FORMATIVE TEST	131	FET1 – FORMATIVE ASSESSMENT

- Please note that some of the practices come with suggestion boxes for the instructor's consideration to execute them accordingly.
- For continuous improvement of this e-book, the authors and publisher would appreciate any relevant feedback via the following QR code:



ACKNOWLEDGEMENT	I
FOREWORD	II
PREFACE	III
NOTES TO INSTRUCTOR	V
TABLE OF CONTENTS	VI
INTRODUCTION TO WORKPLACE DIGITAL COMMUNICATION	1 – 5
PRACTICE 1 – QUIZZIZZ	6 – 7
PRE-ACTIVITY 1 – LABELING TASK	8
MEMO	9 – 15
PRACTICE 2 – SITUATIONAL ACTIVITIES	16
PRACTICE 3 – SITUATIONAL ACTIVITIES	16
NOTICES	17 – 22
PRACTICE 4 – GUIDED WRITING TASK	23
PRACTICE 5 – GUIDED WRITING TASK	23
PRE-ACTIVITY 2 – DISCUSSION	24 – 26
TEXT MESSAGES	27 – 34
PRACTICE 6 – CONVERSATION ANALYSIS TASK	35
PRACTICE 7 – SITUATIONAL TASK	36
PRACTICE 8 – SITUATIONAL TASK	36
PRACTICE 9 – QUIZZIZZ	37 – 40
PRE-ACTIVITY 3 – DISCUSSION	41
WEB CHATS	42 – 50
PRACTICE 10 – ENQUIRIES – SENTENCE CONSTRUCTION TASK	51
PRACTICE 11 – ENQUIRIES – READING COMPREHENSION TASK	52 – 57
PRACTICE 12 – COMPLAINT – SENTENCE CONSTRUCTION TASK	58 – 59
PRACTICE 13 – COMPLAINT – INFORMATION GAP TASK	60
PRACTICE 14 – QUIZZIZZ: INTRODUCTION TO EMAILS	61 – 62
INTRODUCTION TO EMAILS	63 – 75
PRACTICE 15 – GROUP DISCUSSION TASK	76
PRACTICE 16 – QUIZZIZZ	77 – 78
PRACTICE 17 – READING COMPREHENSION TASKS	79 – 80
EMAIL LANGUAGE	81 – 89
PRACTICE 18: GRAMMAR/ VOCABULARY TASK	90 – 91
PRACTICE 19: ERROR IDENTIFICATION TASK	92 – 93
LANGUAGE FORMS & FUNCTIONS: WRITING EMAILS	94 – 104
PRACTICE 20 – QUIZZIZZ – WRITE EMAIL	105 – 106
LANGUAGE FORMS & FUNCTIONS: WRITING RESPONSE EMAILS	107 – 118
PRACTICE 21 – QUIZZIZZ	119 – 120
PRACTICE 22 – EXPRESSION MATCHING TASK	121
PRACTICE 23 – SITUATIONAL TASK	122
PRACTICE 24 – SITUATIONAL TASK	122
PRACTICE 25 – READING COMPREHENSION TASK	123 – 124
FORMATIVE TEST	125 – 128
REFERENCES	129 – 131



LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to discuss the basics of digital communication by:

- describing various types of online corresponding channels commonly used in the workplace (text messages, webchats, and emails)
- discussing general importance and professional etiquette in utilizing the online corresponding channels in the workplace



- What is digital communication platform?
- Are you familiar with any digital communication platforms for personal use?
- Do you know any digital communication platforms for workplace use?

What is digital communication?

- any type of communication that relies on the use of technology
- also known as digital communication channels
- workplace digital communication include:

Emails

Blogs

Videos

Podcasts

Websites

Phone calls

Video Calls

Web Chats

Social Media Apps

Text Messaging Apps

Remote/Virtual Communication Platforms

Importance to master WDC

- Enhances fast and convenient communication
- Improves organization's operation
- Enables communication without physical boundaries
- Engages community of practice efficiently
- Widens reachability of information within organization and outside organization



Digital Communication Etiquette

Do's



- Include only verified information
- Use technical language sparingly and audience-appropriate tone
- Define channels to be utilized according to their specific needs and purposes
- Set standards for responsiveness
- Frequently back-up important details in clouds

Digital Communication Etiquette

Don'ts



- Use unprofessional approach to communicate ideas
- Use offensive language and angry tone
- Expect for instant/immediate responses
- Violate social boundaries
- Breach standard security protocol

Focus of Workplace Digital Communication in Functional English

Memos

Notices

Text Messages

Web Chats

Emails

- **What is digital communication?**
- **Importance of mastery of digital communication**
- **Digital Communication Etiquette**
- **Focus of Workplace Digital Communication in Functional English**

**TIME
FOR
REVIEW**



QUICK TIPS

✗ I look forward to see you.

✓ I look forward to seeing you.

✗ I am looking forward to meet Miss Vyne.

✓ I am looking forward to meeting Miss Vyne.

✗ What are you looking forward to do during the meeting?

✓ What are you looking forward to doing the meeting?



PRACTICE 1

Answer the following questions.

QUIZZZ

FET1 - Workplace Digital Communication
10 Questions

NAME : _____

CLASS: _____

DATE : _____

1. Mariam is resigning from her company. Which is the best way for her to communicate this information?

- | | | | |
|----------------------------|---|------------------------------------|---|
| <input type="checkbox"/> A | Leave a sticky note of her supervisor's desk. | <input type="checkbox"/> B | Send a group email to the entire company. |
| <input type="checkbox"/> C | Text her supervisor. | <input checked="" type="radio"/> D | Speak to her supervisor in person. |

2. Ahmad is attending a work meeting. When is it appropriate for him to use his smartphone?

- | | | | |
|----------------------------|---|------------------------------------|---|
| <input type="checkbox"/> A | If the meeting is boring. | <input checked="" type="radio"/> B | If the meeting specifically requires the participants to access information online. |
| <input type="checkbox"/> C | If the speaker cannot see him using it? | <input type="checkbox"/> D | If his supervisor is not present. |

3. Chan works at an accounting office. Which of the following should she do before sending a work-related email?

- | | | | |
|------------------------------------|--|------------------------------------|--|
| <input type="checkbox"/> A | All of the above. | <input checked="" type="radio"/> B | Proofread and check for confidential information in the email and it's attachments. |
| <input checked="" type="radio"/> C | Check that the names and addressed of the intended recipients are correct. | <input checked="" type="radio"/> D | Ensure the email has subject line, required attachments, a pleasant greeting, and her contact information. |

4. Mr. Ling is responsible for updating the company's social media sites. He should do all of the following EXCEPT...

- | | | | |
|----------------------------|---|------------------------------------|---|
| <input type="checkbox"/> A | Credit the sources of any statistics, photographs, or quotes. | <input checked="" type="radio"/> B | Use a highly controversial even or idea to grab the viewer's attention. |
| <input type="checkbox"/> C | Ensure no confidential information is revealed. | <input type="checkbox"/> D | Proofread for content, grammar, spelling, capitalization, and punctuation mistakes. |

5. When should text messages be used in the workplace?

- ☐ A To share confidential information. ☐ B To share large amount of information.
- ☐ C To share inappropriate jokes. ☒ D To share urgent information, provide a quick response, or ask a simple question.

6. A memo and notice have different purposes.

- ☐ A False ☒ B True

7. Response emails can be categorized into two categories namely ____ and ____.

- ☒ A auto-reply ☐ B instant-reply
- ☒ C personal-reply ☐ D AI-reply

8. Which of the following channels are related to Webchats at the workplace.

- ☒ A Chatbox ☒ B Chatbot
- ☒ C Live-Chat ☒ D Delayed-Chat

9. Emoticons are allowed in text messaging systems while communicating work related matters.

- ☒ A True ☐ B False

10. Workplace digital communication is bound to a standard security protocol.

- ☒ A False ☐ B True

PRE-ACTIVITY 1

Identify the parts of a memo and fill in the boxes accordingly.

Professional Attire at Work - Message - Mail

Format Insert Draw Options Discard Send

Files Table Pictures Link Emoji

From: kanthaptamil@gmail.com

To: advertising_depart@gmail.com ; marketing_depart@gmail.com ; creative_depart@gmail.com;

Cc: ptksp@mohr.gov.my;

Bcc: Dr. Mazlan Abbas;

Professional Attire at Work

Attachments

Business Etiquette.docx
12.17 KB

It has come to our attention that many of the staff have expressed the desire to wear costumes during annual function on Thursday, Oct 31st this year, as many have done throughout the past few years. After discussing it with both HR and our CEO, we have made the decision to ban the practice during this time.

As you all are aware, this is when our meeting and facility tour will take place with Overseas Inc., a well-established textile company and our biggest prospective client since Local Co. Because of the delicate nature of this business endeavour, we have decided it would be more beneficial to have our staff dress professionally and to ban costume-wear at this time.

While we understand that many will be disappointed in our decision, maintaining our professionalism during this time will benefit our company in the long run. In addition, if a business deal is reached with Overseas Inc., management will be throwing a company-wide party to celebrate, and costumes will be encouraged.

Attached: Business Etiquette Rules & Regulations

1.

2.

3.

4.



LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to write ideas by:

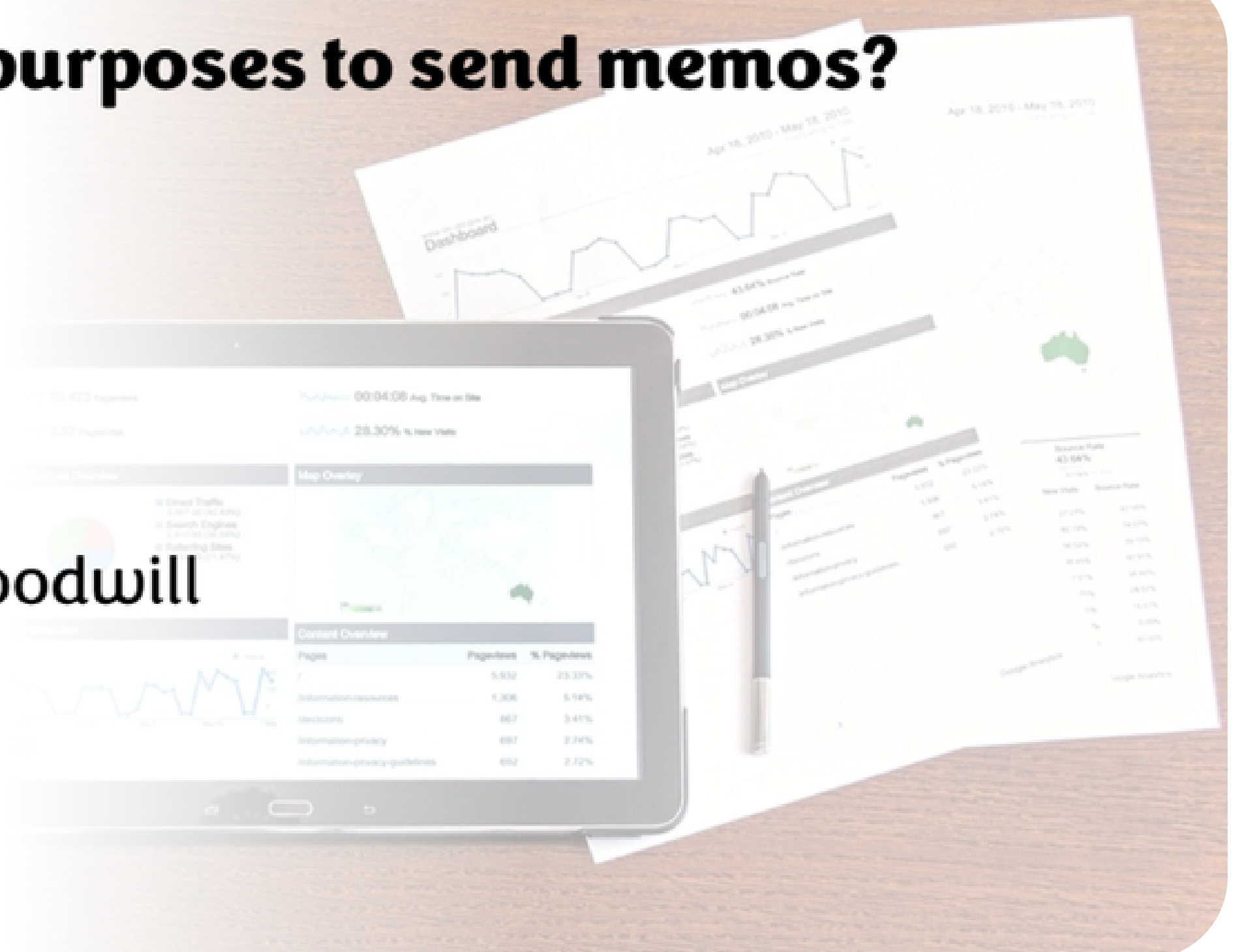
- presenting important ideas to be shared via memos in a structured manner
- writing memos to inform and update colleagues/supervisors on important work-related matters using different online corresponding channels

Memo

- A memo (or memorandum) is considered 'inside' correspondence
- Written from one-to-all perspective (like mass communication) broadcasting a message to an audience
- Meant to send one topic purpose without the need for response/follow up from recipients.

What are the purposes to send memos?

- to inquire
- to inform
- to report
- to remind
- to promote goodwill



Platform/ Corresponding Channels

- There are numerous platform exists for digital messaging for workplace such as:
 - Workplace
 - Microsoft teams
 - Chatwork
 - Google chat
 - Slack
 - Email (Hotmail, Gmail, Outlook, etc.)
- *Outlook and Workplace* will be used as main preference as content sample and practices.

DONT'S in memo writing

- Never write complicated and hard to understand memo
- Never write rude, blunt, or thoughtless memo
- Never send memo that have typos, misspelled, and grammatical errors
- Never waste space with unnecessary introduction material
- Never leave out necessary detail causing recipient to have to follow up with questions
- Never use a closing line or a digital signature in a memo (shared on digital platform)

Standard memo Writing Format

- **Heading** – Uses declarative sentence to announce the main topic and the objective
- **Body** – Elaborates or lists major points associated with the topic
- **Conclusion** – Serves as a summary or calls for future actions

Standard memo Writing Format using email

Heading	To...	Recipient - line for sending the memo to the audience
	Cc...	Carbon copy - line for sending copies to anyone affected by the memo
	Subject:	Memo Title
	Attached:	Attachment or enclosed documents (file name should reflect the purpose)
Body	<p>Opening – Get to the point in the opening paragraph. Keep things simple and short. Make it easy and fast to read.</p> <p>Summary – Summarize any historical or contextual information needed to support the opening paragraph. Provide enough background so all readers understand the history, but again, keep it simple.</p>	
	<p>Conclusion – End with a call to action.</p> <p>Attachments: [List any attachments to the memo. Only list items referred to in the body of the memo.]</p>	
Conclusion		

Sample of memo writing using email

Heading

Body

Conclusion



Special Memo Writing Format

- Use numerations to list important ideas
- Use solid capitals and centering to emphasize important date
- Use column with heading to make reading and understanding easier



Category	Sample
Too informal	Hi everyone. Hope you had a great weekend. You know those awards we give out every so often? It's time for those again!
Too Formal, and circumlocution	Magneto Inc. mission is to provide customers with affordable, quality supplies with superb customer service. Excellent customer service includes being knowledgeable about the supplies, but it also goes beyond that. It's about having the right attitude about helping customers. It's time to rewards employees who have a customer-oriented outlook.
Appropriate balance	Please submit your nominations for the quarterly Customer Service Excellence Award by May 24. Help us identify great employees!

Use of proper tone in memo writing

Checklist for memo writing

A well written memo must inform the recipients such details:

- Is it easy to find the main point?
- Have you removed unnecessary points?
- Is your memo filled with technical jargon?
- Is your memo written with unfamiliar abbreviations that is uncommon?

- **What is a memo?**
- **what are the purposes to send memos?**
- **Platforms/Channels**
- **Standard memo writing format**
- **Special memo writing format**
- **The use of proper tone in memo writing**
- **Checklist for memo writing**

**TIME
FOR
REVIEW**



PAIR WORDS

1. Give and take

Approximately, plus or minus

2. By and large

Mostly, generally; with few exceptions



PRACTICE 2

In pairs, complete the task below based on the situation.

As the owner of a small company, you are organizing a ballgame and picnic in two weeks' time for your employees and their family members. There are many fun activities that you have planned. For the children there will be games like three-legged races and kite-flying. For the adults, besides the baseball game in the afternoon, there will also be bingo and horseshoes. There will be prizes for the winners of all the events. Lunch should be around noon, and you are generously providing all the food and drinks, so let your employees know that they do not need to bring anything.

Write the memo to notify the staff members on an event planned based on tips below:

- Inform that that this is not a compulsory event to demand
- Ask them to notify you least one week in advance
- Ask them to inform the number of family members they intend to bring
- Inform them how to respond to this memo

PRACTICE 3**TASK A**

Write a memo of not more than 50 words based on the situation below:

Imagine you are the CEO of a clothing line company. You have just asked your marketing staff to change the traditional advertising plan to a digital one. This will demand more hours out of your workers, but you have explained that it will increase profit in the long-term.

TASK B

Write the memo for the following situation.

As the resident computer technician, you have installed a new software program on the company computers. Write a memo to all the staff, including your managers, letting them know that they need to meet you for a half-hour training and information session within the next week. Be sure to include what times you are available as well as where and how you can be reached.



LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to write ideas by:

- presenting important ideas to be shared via notices in a structured manner
- writing notices to inform and update colleagues/supervisors on important work-related matters using different online corresponding channels

What is a Notice?

- A formal means of communication/ document that aims to communicate or display information to the public or a specific group of people.
- Advancements in modern technology have enabled notices to move from notice boards to digital platforms such as websites, texts and emails
- Covers an event, an inauguration, a function & general instruction

What are the purposes a notice is written for?

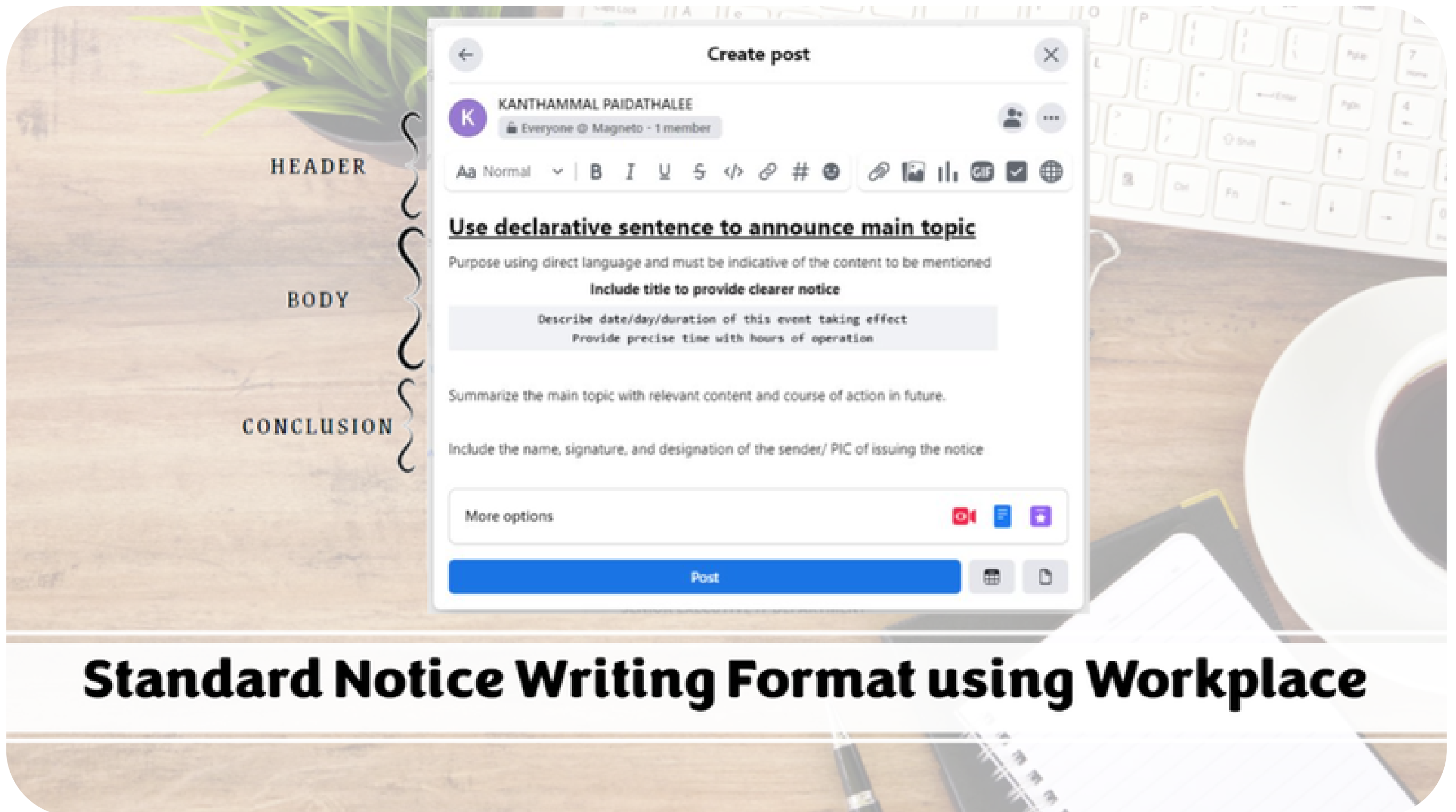
- to alert
- to announce
- to inform specific agenda
- to provide specific instruction

Platform/ Corresponding Channels

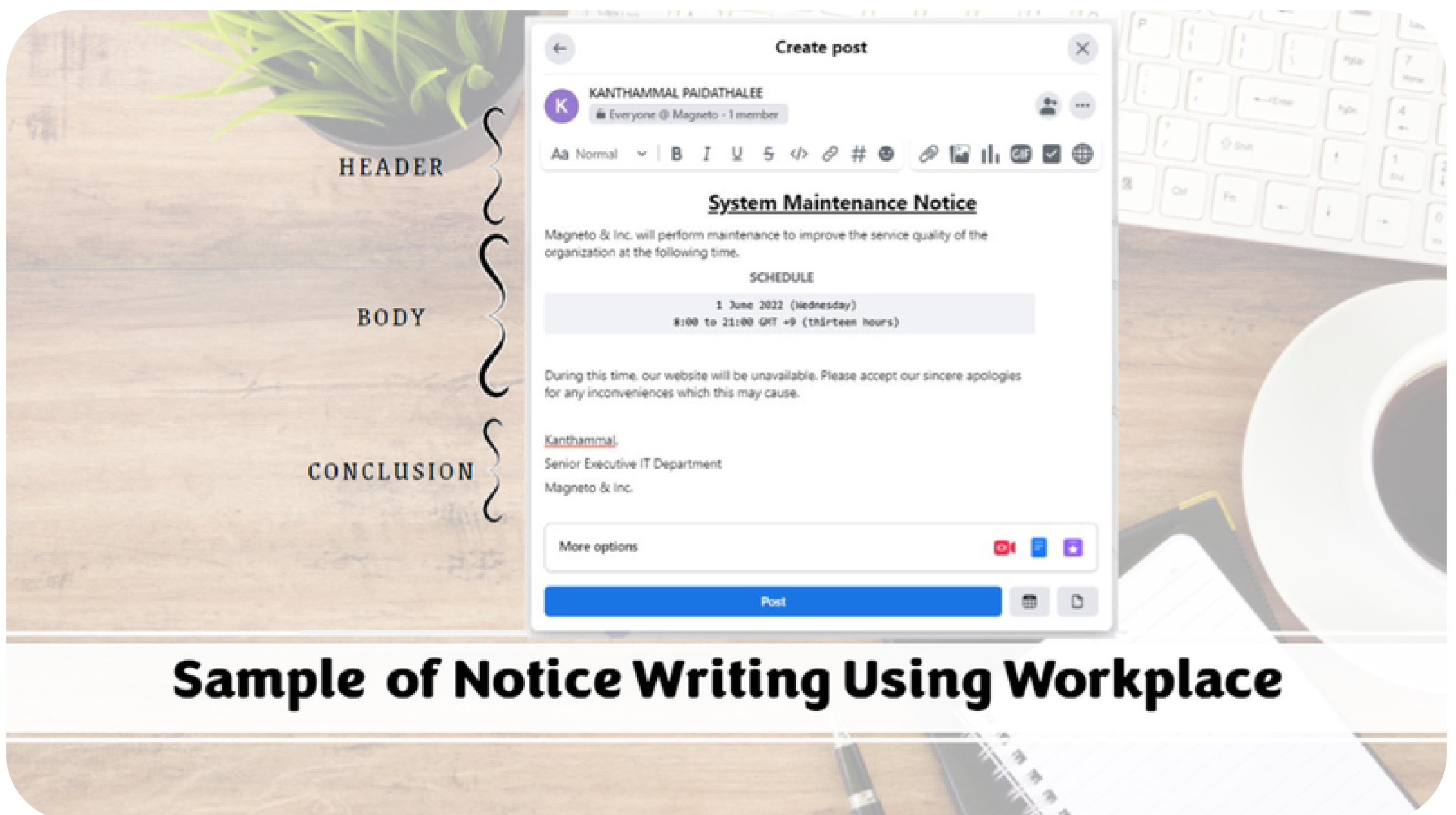
- There are numerous platform exists for digital messaging for workplace such as:
 - Workplace
 - Microsoft teams
 - Chatwork
 - Google chat
 - Slack
 - Email (Hotmail, Gmail, Outlook, etc)
- *Outlook and Workplace* will be used as main preference as content sample and practices.

Standard notice Writing Format

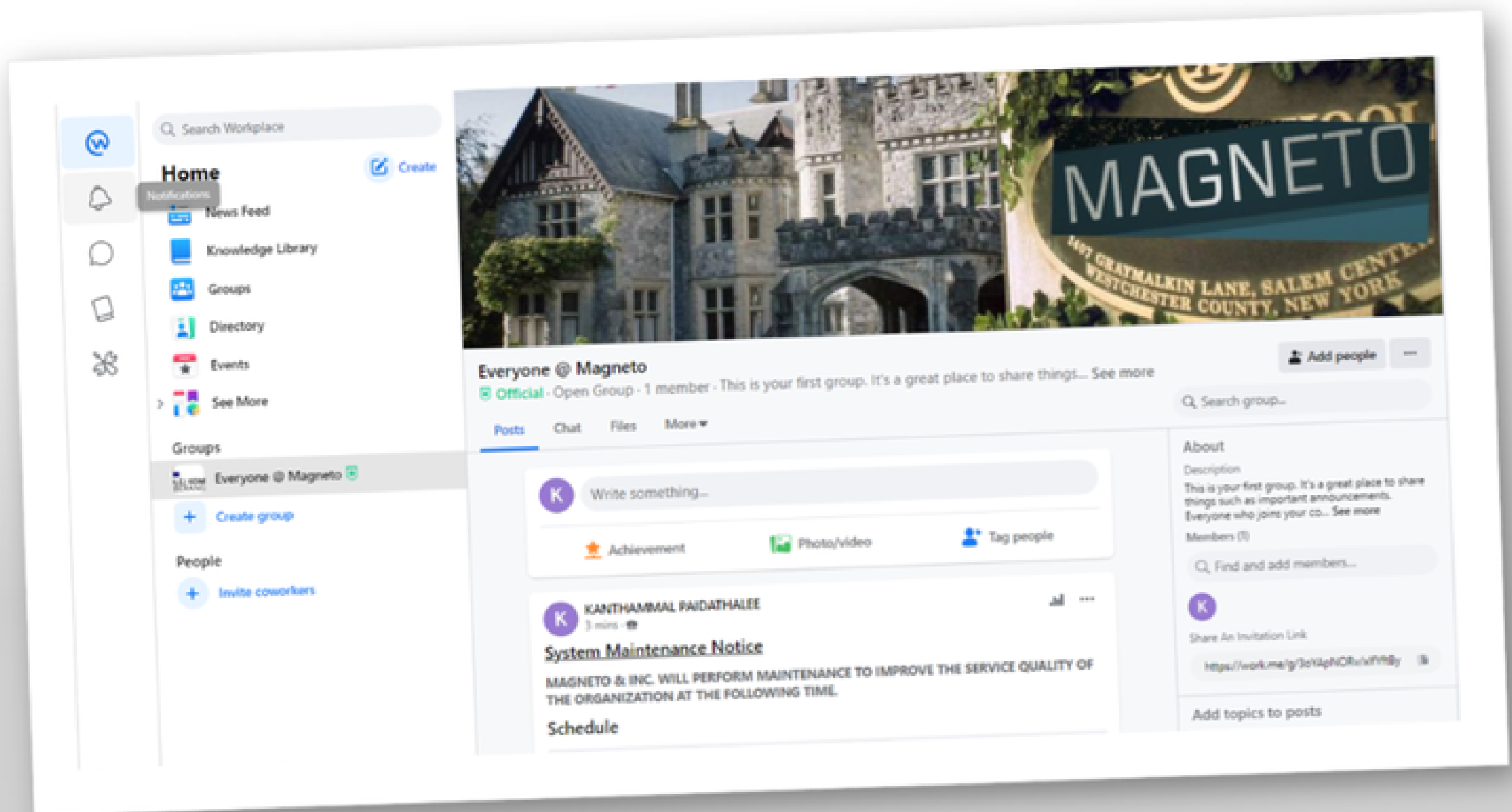
- **Heading** - Uses declarative sentence to announce the main topic and briefly state the purpose of the notice, its conditions, relevant information or other details. Moreover, it must be concise, yet comprehensive.
- **Body** - simple and must be indicative of the content to be mentioned the details - such as the date of the event, place of the event, eligibility, process or other details must not be omitted. Ideally, the reader must understand what the notice is about at first glance and then plan a course of action (if required).
- **Conclusion** - The notice must end with the name, sign and designation of the writer/ person-in-charge (PIC) of issuing the notice.



Standard Notice Writing Format using Workplace



Sample of Notice Writing Using Workplace



Checklist for notice writing

A well written notice must inform the readers about the 5 W's:

- What is going to happen, (that is, the event)?
- Where will it take place?
- When it will take place (that is, the date and time)?
- Who can apply or is eligible for it?
- Whom to contact or apply to (that is, the issuing authority)?

- **What is a notice?**
- **What are the purposes a notice is written for?**
- **Standard notice writing format**
- **Checklist for notice writing**

**TIME
FOR
REVIEW**



By the book

- According to established procedure

Pencil in something

Make tentative arrangements



Eleventh hour

The last minute

PRACTICE 4

Complete the tasks based on the situation below.

Magneto Inc. plans to run an event during a program organized by Reyes Co. The staff members of Magneto Inc. is notified via the company's chat website known as Workplace.com. Unfortunately, the notice received multiple feedback as the recipients fail to obtain the essential information about the event. The notice is shown below in Figure 1. Read and understand the notice.



Figure 1

Discuss the following questions:

- What is the exact topic of the program?
- What is the exact date and duration of the program?
- Who are the participants?
- What kind of support does the sender need?

PRACTICE 5

Rewrite the notice to the Magneto Inc staff properly using the discussion findings in Task A. the notice should not be in more than 50 words.

PRE-ACTIVITY 2

Study the conversations below and discuss.

Conversation A



Discuss:

- Why do you think Lim felt like Sarah was mad? Give your justifications.

Conversation B



Discuss:

- Why do you think Andrew felt like Timothy was reluctant to eat the lunch that Andrew brought?

Conversation C



Discuss:

- Why do you think Mr. Ramu replied with three question marks?



LEARNING OUTCOMES

**By the end of this lesson,
students should be able
to demonstrate
the ability to respond to
ideas and feedback in
work-related tasks
aptly using effective
communication skills in
written forms**

In this lesson, students should be able to write ideas by:

- presenting important ideas to be shared via text messages in a structured manner
- writing text messages to inform and update colleagues/supervisors on important work-related matters using different online corresponding channels

What is text messaging?



- A text messaging is the act of sending short, alphanumeric communications between cellphones, pagers or other hand-held devices, as implemented by a wireless carrier.
- Text messages, at the workplace, are often concise because professionals are always busy, and they value each of their time.

Texting could be done:



Purposes of using text messages at the workplace



TO INFORM



TO
CHAT/DISCUSS



TO ENQUIRE



TO CLARIFY



TO NOTIFY



TO FIX
APPOINTMENTS



TO EXPRESS
GRATITUDE






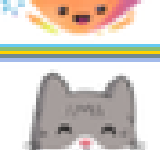
TO SEND
CONDOLENCES

Important aspects to pay attention to in sending text messages

- Verify the recipient and the message before texting
- The desired outcome must be highlighted to get the message conveyed right:
 - Do you want an interview?
 - Is the person available?
 - Are you contacting or replying to a recruiter?
- Make sure you are clear about your intention.
- Keep the messages straight to the point and precise.



Common structure of text messages at the workplace

	Begin with appropriate greetings (formal or informal)
	Introduce yourself (with acquaintances or new person only) with one's name or position
	Provide the message
	Indicate the responses (if necessary)
	Provide a casual close or
	End with thank you note or
	End with polite expressions

DO'S of TEXT MESSAGES

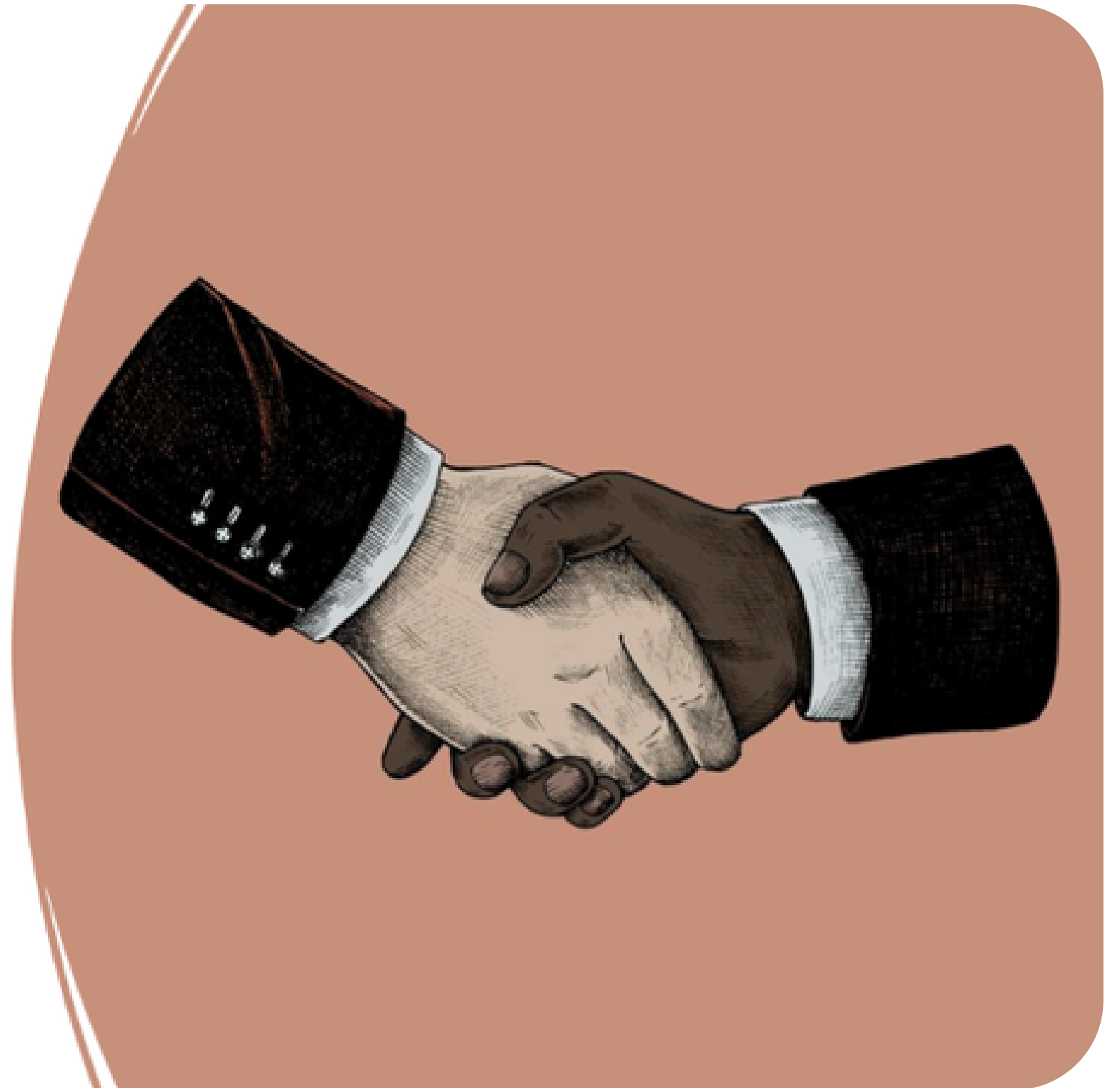
- reply promptly
- keep texts short
- re-read your texts before sending
- use proper grammar
- Send multiple files as compressed folder

DON'TS of TEXT MESSAGES

- Spam others with too many texts (text bombing)
- text sensitive piece of news
- Send too many files at once
- forget to double-check the recipient
- text too early in the morning or too late after work (if not highly urgent)
- Use too complicating abbreviations

Using Abbreviations in text messages

- Keep abbreviations simple.
- Stay professional
- Watch out for dated slang
- Don't overuse abbreviations
- Text abbreviation can be a marketing asset



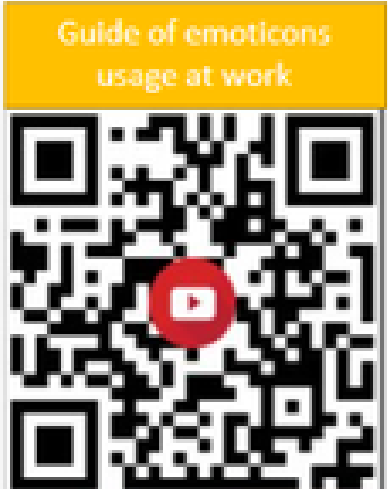
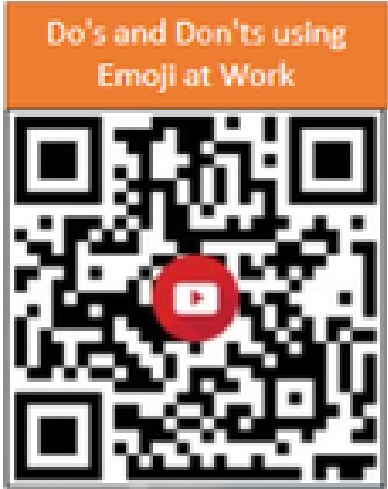
List of abbreviations useful for workplace text messages:
20 abbs.

- 1. TBH: To be honest
- 2. BRB: Be right back
- 3. BTW: By the way
- 4. FYI: For your information
- 5. EOD: End of the day
- 6. ATTN: Attention
- 7. N/A: Not applicable
- 8. COB: Close of Business
- 9. TBD: To be decided
- 10. RSVP: Please respond
- 11. FAQ: Frequently asked question
- 12. CTA: Call to action
- 13. UGC: User generated content
- 14. RCS: Rich communication service
- 15. IMHO: In my humble opinion
- 16. Sec: wait a second
- 17. BID: Break it down
- 18. BYOB: Bring your own belonging
- 19. EOW: End of the week
- 20. WFH: Work from home



Using Emoticons/emojis in text messages

Emoticons/Emojis are a tool designed to fill the gap that missing tonal information leaves and can be powerful at changing the meaning of sentences.



Emoji



Emoji	Description	Situation
😊	Grinning Face	Genuine compliments, congratulating, etc
😂	Laughing Face	Text that aren't <u>really</u> funny or slightly amusing
😞	Sad	Apologizing or show disappointment
😕	Confused	Disapproval
😮	Surprised	Good for newsworthy stories



Emoji	Description	Situation
😈	Smiling face with horns	Being mischievous or naughty
😉	Winking Face	Turns innocent comment into naughty gesture
😡	Angry	Furious over matter- may cause further dispute
🙄	Shrug	Disinterest over matter spoken/ care less
😱	Scared	Shows off only dramatic reactions

- **What is text messaging?**
- **Purposes of using text messages at the workplace**
- **Important aspects to pay attention to in sending text messages**
- **Common structure of a text message at the workplace**
- **Dos and don'ts of text messages**
- **Using abbreviations in text messages**
- **Using emoticons/emojis in text messages**

**TIME
FOR
REVIEW**



In the works
Under development

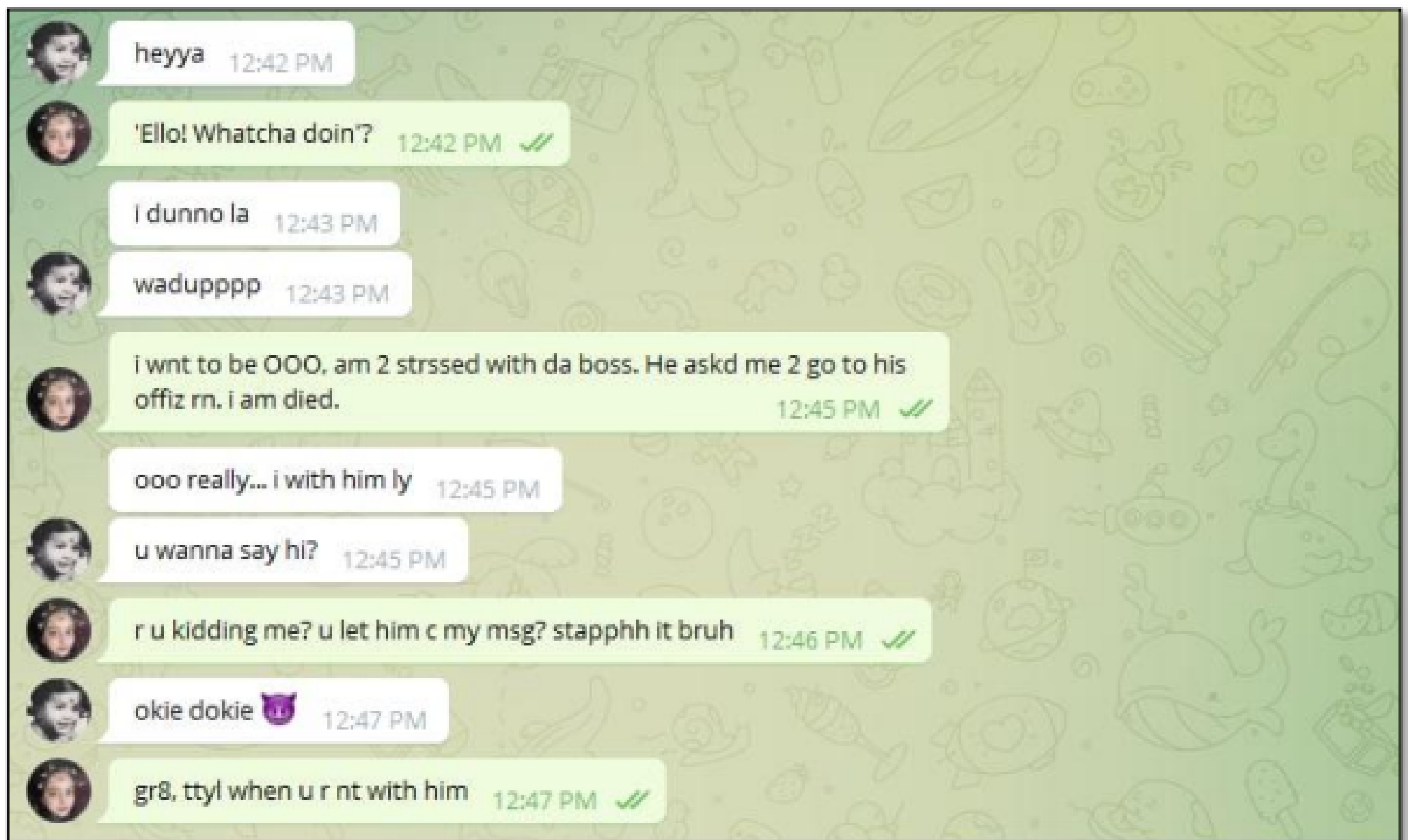
Busman's Holiday
A working vacation



Burn the midnight oil
Working late into the night

PRACTICE 6

Study the chat below and complete the tasks.



TASK A

Discuss:

- What do you think about language use?
- Do you think the abbreviations used are appropriate?
- Do you think this chat could be changed in a more polite manner? How?

TASK B

Change the chat to suit a professional workplace context and share with your class.

PRACTICE 7

Study the situations below and write the messages with appropriate tone, language use and register.

Situation A	<u>Staff</u> You are late to work. Text your supervisor and inform you of being late.	<u>Supervisor</u> One of your staff being late to work. Reply to him/her to meet you after reaching the office.
Situation B	<u>Samantha</u> You invite your colleague for lunch. Text him.	<u>Rahim</u> Your colleague invited you for lunch, but you have a meeting later. Reply to her message and decline the invitation politely.
Situation C	<u>Nani</u> You request your colleague to submit a report via text message.	<u>Anistasiya</u> You received a request from a colleague to send a report. Inform the person that you submitted the report two days ago.

PRACTICE 8

Study the situation below and complete the tasks.

You are a Graphic Designer in leading designing firm known as Xavier Singh & Co. You head a designing team that is dealing with an advertisement for an important client. Unfortunately, due to an unforeseen circumstance, you are unable to meet the deadline. You need to send a text message to your Project Manager to request for an extended timeline to submit your part.

TASK A

Discuss:

- What are the common unforeseen circumstances that could affect your work?
- What are the words useful to be used for such a situation?
- How would you start the message?

TASK B

Write a text message to your project manager and convince him/her by including the points provided below:

- Explain briefly about the unforeseen circumstance
- Inform your work progress
- Convince your project manager to extend the timeline
- Provide assurance that the team will be able to complete the task if the timeline is extended.

PRACTICE 9

Answer the following questions.

QUIZZZ

NAME : _____

CLASS : _____

FET1 - MEMO, NOTICE, TEXT MESSAGE, & WEBCHAT
15 Questions

DATE : _____

1. The word memo is short for ____.

- ☐ A memory ☒ B memorandum
☐ C memoir ☐ D memorable

2.



What is a memo?

- ☐ A A long notice usually written to announcement or changes in an organization.
☒ B A long letter that is usually written by the management to address a certain policy or give a certain announcement or changes in an organization.
☐ C A short letter usually written by the management to address a certain policy or give a certain announcement or changes in an organization.
☒ D A short notice that is usually written by the management to address a certain policy or give a certain announcement or changes in an organization.

3. What are the 3 sections of a memo?

- ☐ A Document title, heading, and body ☐ B Introduction, heading, and conclusion
☒ C Introduction, body, and conclusion ☐ D Document title, introduction, and summary.

4. When you write a memo, you need to write in long-winded sentences because it helps people to understand better.

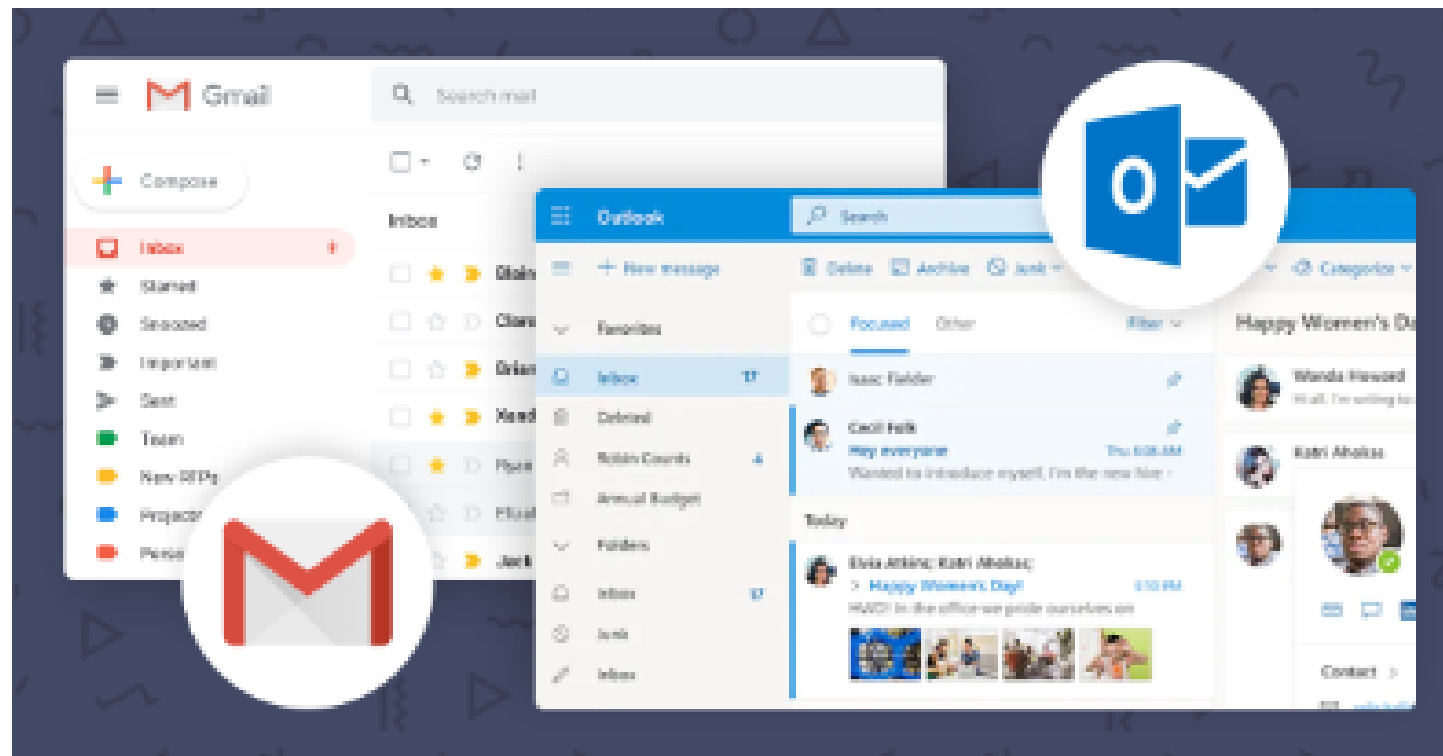
A

True

B

False

5.



You can write a memo on paper or as an email.

A

True

B

False

6. Which of the following purposes is not commonly used in a memo?

A

To give suggestions

B

To inform

C

To persuade

D

To communicate the ideas.

7.



Who is the recipient of this memo?

A

Miss Kanthammal

B

Head of Department

C

All employees

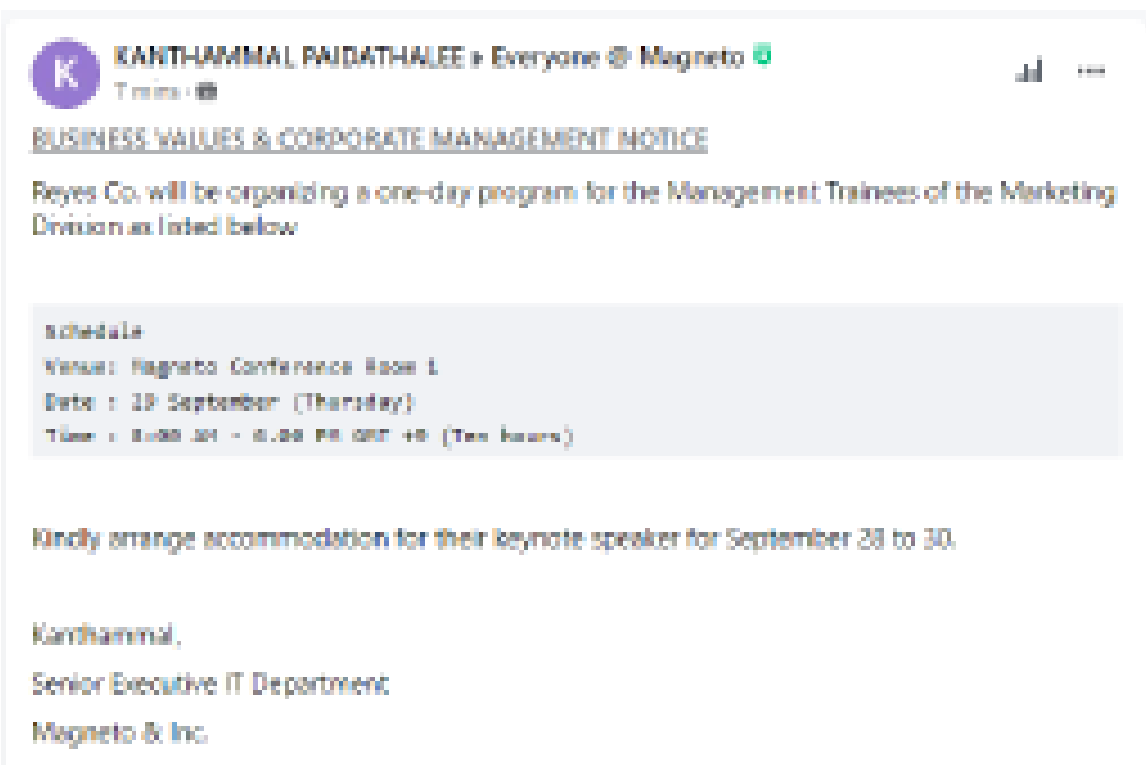
D

New Employpess

8. 

To whom is the notice intended?

- ☒ A Management Trainees
- ☐ B IT Department
- ☐ C Magneto Staff
- ☐ D Corporate Managers

9. 

What is the purpose of this notice?

- ☐ A To persuade about the venue change for the next event
- ☐ B To remind staff about the event
- ☐ C To inform the organized event
- ☒ D To give suggestions about the event

10. Identify three abbreviations that are appropriate for text messaging at the workplace.

- ☒ A IMHO
- ☐ B LOL
- ☒ C FYI
- ☐ D ROTFL
- ☒ E TBD

11. Choose the actions that are inappropriate in text messaging.

- ☒ A Using complicated abbreviation
- ☒ B Spamming others
- ☒ C Sending sensitive text messages
- ☐ D Reply promptly
- ☐ E Keep texts short

12. Which of the following purposes is commonly used in sending text messages at the workplace?
- ☒ A To fix appointments ☒ B To enquire
☒ C To notify ☐ D To clarify
13. Text messaging at the workplace could be done only within one-to-one or small-group networks.
- ☒ A True ☐ B False
14. There are more negative emojis than positive ones.
- ☐ A True ☒ B False
15. The following digital communication platforms are common in the workplace except
- ☐ A text messaging system ☐ B webchat application
☒ C social media platform ☐ D email

PRE-ACTIVITY 3

Discuss an appropriate/possible way to complain in a workplace chat listed in the table below. You are to provide two different sentences to complain about each situation. The first one is done for you.

Situations	Possible complaints
Referring to Incorporative team member	I don't find him working along with the team. He is an opportunist.
	They are slow. We are behind schedule.
Relating to colleagues who are always late for meetings	
Taking colleagues stationery items without permission	
Using profanity while handling customers	
Complaining about poor internet connection	
Referring to seniors taking advantage over interns	





FUNCTIONAL ENGLISH

WORKPLACE DIGITAL COMMUNICATION PLATFORM: **WEB CHATS**

PREPARED BY:

KANTHAMMAL P.
RHASHVINDER KAUR A. S.
PRAPAGARAN B.
YOKESWARI K. S.

KOLEJ KOMUNITI SEBERANG JAYA
KOLEJ KOMUNITI PASIR SALAK
KOLEJ KOMUNITI SELAYANG
POLITEKNIK MERSING JOHOR

LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to write and respond ideas and feedback by:

- Displaying the ability to process enquiries via web chats on work-related matters
- Displaying the ability to process complaints via web chats on work-related matters
- Reacting to them using polite and professional language forms and functions

Introduction to Web chats on work-related matters

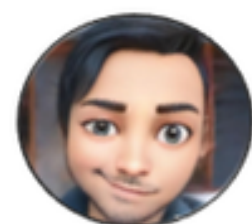
- ✓ What are web chats?
Pop up message/assist in website on web browser, and mobile app and requires both appear online
- ✓ Types of web chats:
 - Live web chat
 - Chatbot
- ✓ Size of networking:
 - One-to-one
 - Small group
- ✓ Form of response:
Real-time collaboration with file-sharing capabilities, audio and video calls, and project management.



Types of webchats

Live webchat

- Communication between co-workers and within organisation
- Attains information with immediate action and follow up



Hey, did anyone were able to get a count of who's available to come to the conference next October 15, 2022?

1.37 PM

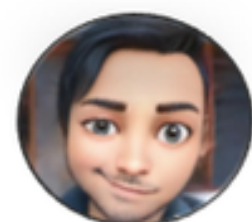
Yep! Everyone's answered the Google form that Magneto sent out.

1.38 PM



Shared this file: [Leader Summit 2022 Attendance](#) (15Mb)

1.38 PM



Perfect! Oh good! It looks like most people can come. Thanks so much for getting this info!

1.45 PM

No problem! Always happy to help!

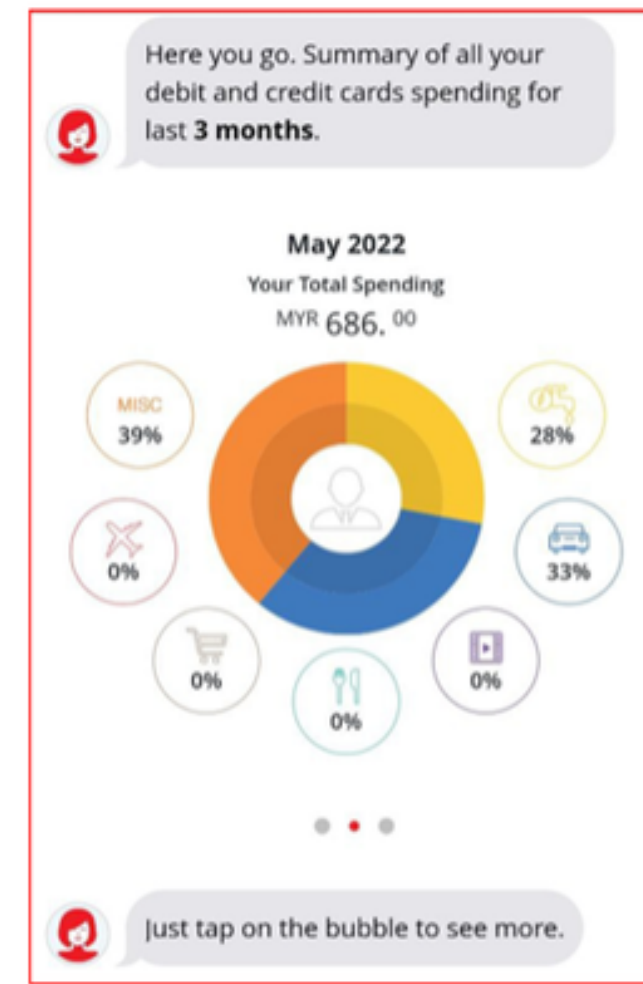
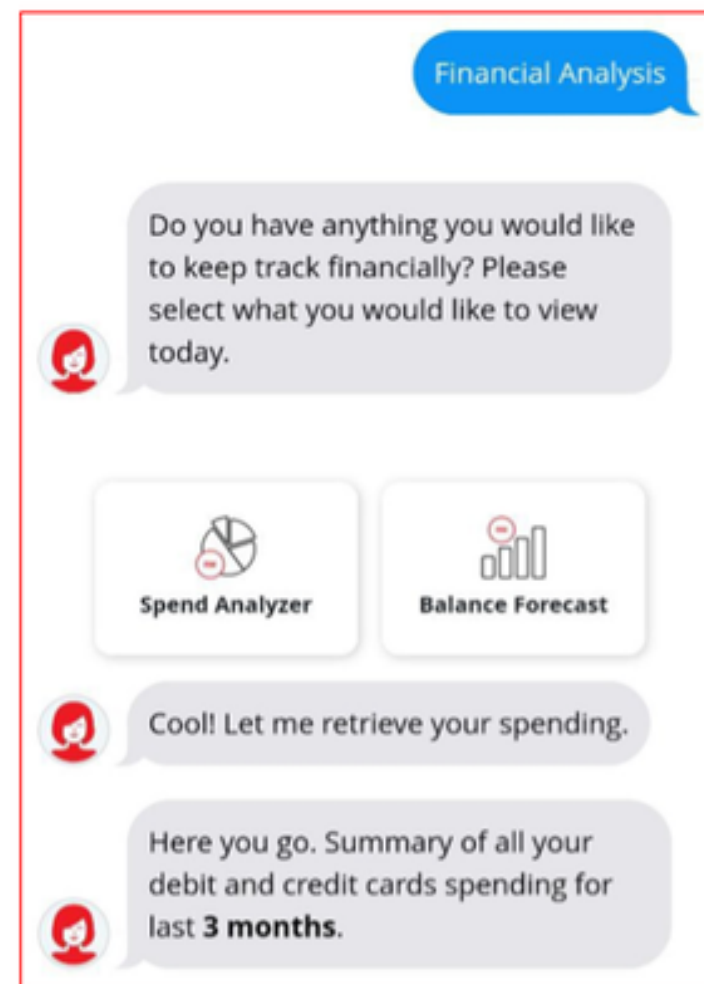
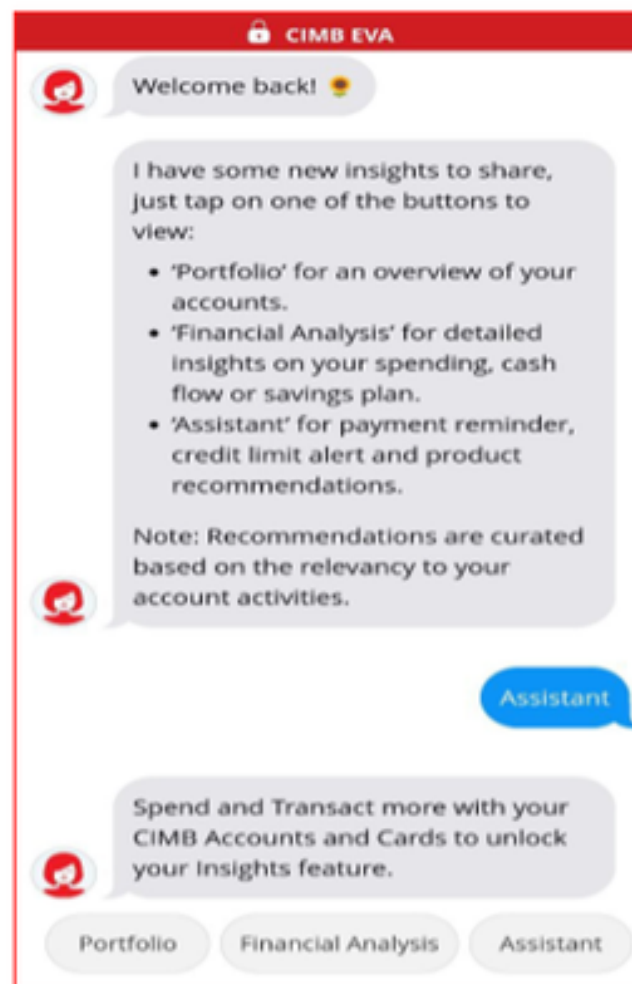
1.47 PM



Types of webchats

Chatbot

- A computer program designed to stimulate chat between human users over the internet (e.g.: menu/button-based, machine learning, and etc.)
- Sample of menu/button-based: EVA CIMB chatbot



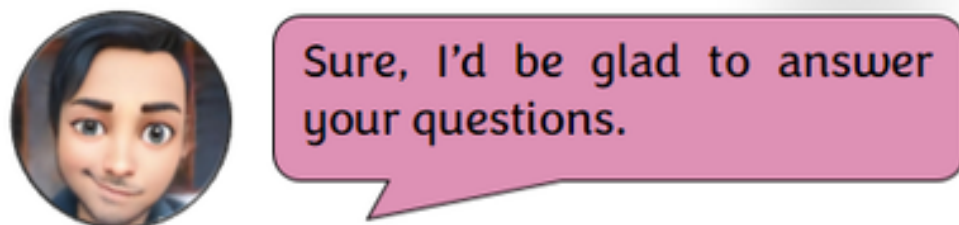
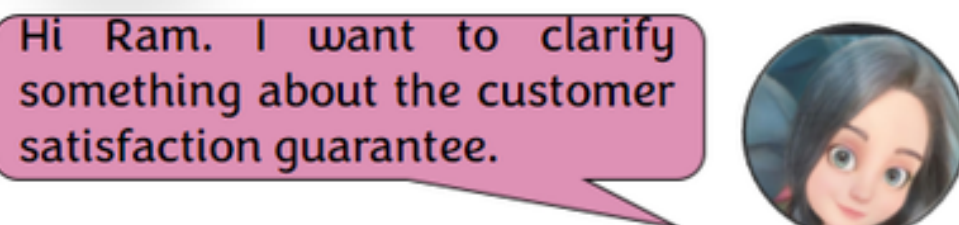
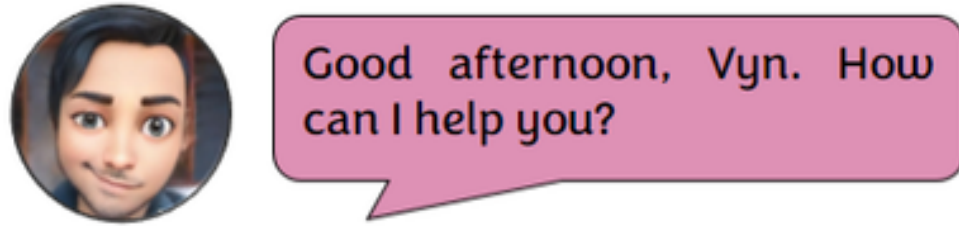
Source: CIMB Eva Apps

Size of Networking in webchat communication

- ✓ One-to-one : Involves two individuals (e.g.: between 2 co-workers, & staff and superior)
- ✓ Small group: Requires a minimum of three people (e.g.: between co-workers, team members, and department staff)
- ✓ Large group: Involves larger mass (e.g.: community, and organisation team)

Live Chat sample

✓ One-to-one (formal)



✓ Small group (informal)



Using Emoticons/emojis in text messages

- Emoticons/Emojis are a tool designed to fill the gap that missing tonal information leaves and can be powerful at changing the meaning of sentences.



Emojis presence in webchat

✓ Essential

- To express themselves
- Promote interaction
- Establish emotional tone

- ✓ Some emojis might differ from their actual meaning such as the usage of fruits and body parts. This will definitely land you in hot soup!

✓ Example:

Yes see u tonight my love 😘

OK, talk to you later.

Umm that's a little inappropriate.

I'll also bring my juicy peaches 🍑🍑😘

That's not how you use those emojis, mom.

Emojis



Emoji	Description	Situation
😊	Grinning Face	Genuine compliments, congratulating, etc
😂	Laughing Face	Text that aren't really funny or slightly amusing
😞	Sad	Apologizing or show disappointment
😕	Confused	Disapproval
😮	Surprised	Good for newsworthy stories



Emoji	Description	Situation
😈	Smiling face with horns	Being mischievous or naughty
😉	Winking Face	Turns innocent comment into naughty gesture
😡	Angry	Furious over matter- may cause further dispute
🙄	Shrug	Disinterest over matter spoken/ care less
😱	Scared	Shows off only dramatic reactions

Types of Enquiries via web chats at the workplace

Work	Financial	Management	General
Work progress	Pay raise	Demands	Appointments
Job scope	Claim/Audit	Policy changes	Workplace-related discussions

Types of Complaints via web chats at the workplace

Issues With Co-Workers	Low Pay and Pay Disputes	Lack of Vacation/Sick Leave
Harassment	Favouritism	Overwork
Office Temperature	Office Cleanliness	Work Hours ?
Job Duties	Policy Changes	Micromanagement



LANGUAGE FORMS AND FUNCTIONS FOR WEB CHATS

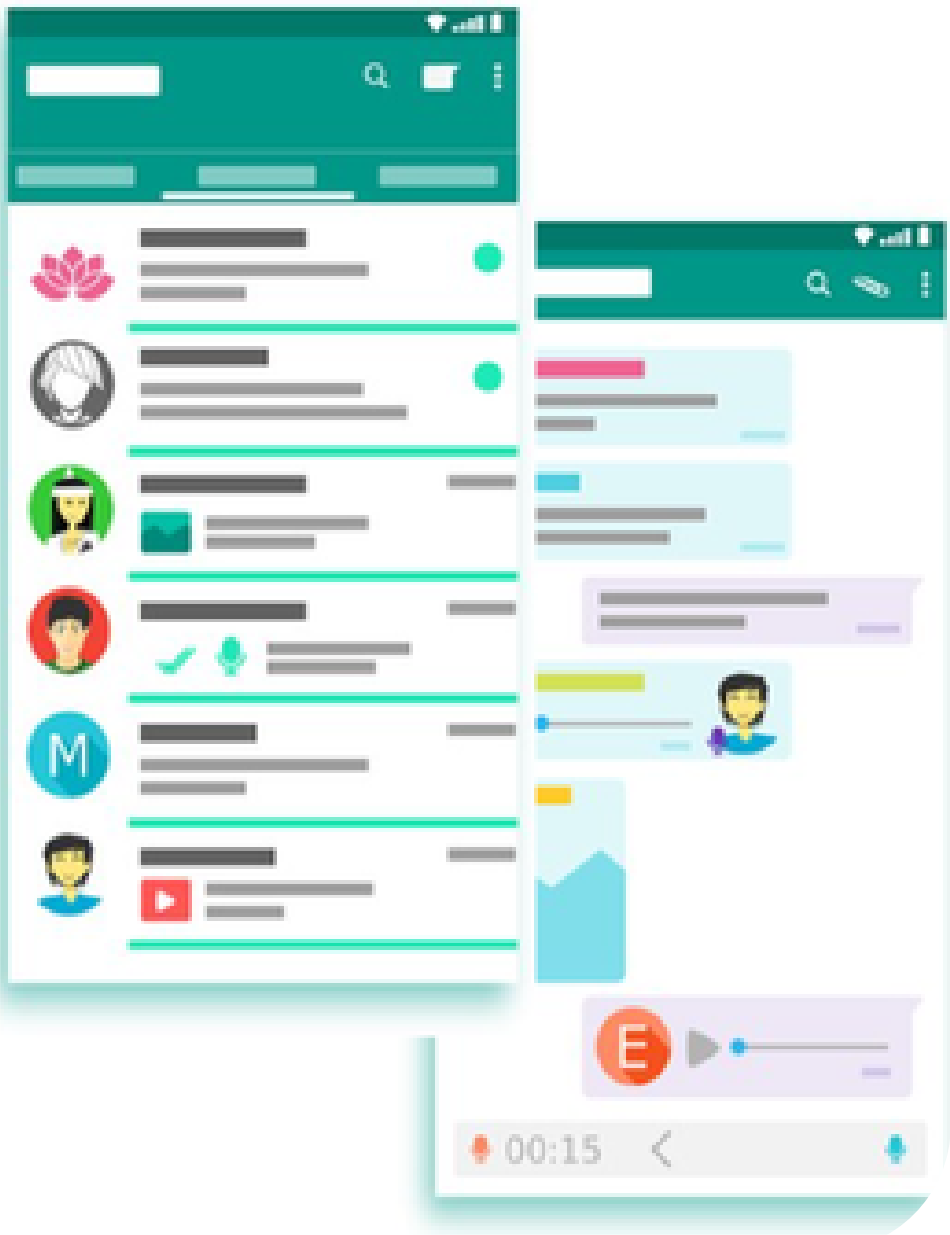
- ✓ Introduction
(Greeting & Introduction)
- ✓ Purpose
(Enquiries/Complaints)
- ✓ Closure
(Conclude & Sign off)



Language Forms and functions for web chats

- ✓ Introduction (Greeting & introduction)

Function	Expressions
To greet recipient	Hello. Good morning. Hello. How are you doing?
To begin a conversation/ chat	How are you? How's it going? It's great to hear from you.





Language Forms and functions for web chats

✓ Purpose (enquiries/ complaints)



Function	Expressions
To give precise information	The purpose of this chat is to ... My reason for messaging is to ... The chat/ message will discuss the ...

Language Forms and functions for web chats

✓ Purpose (enquiries/ complaints)

- Avoid the usage of profanity and engaging with the emotions when messaging.
- Focus on your purpose

Function	Expressions
To provide suggestion	I would suggest that... I recommend that ... I would like to propose that ...
To provide reason	I believe that... I suppose that ... From my point of view ... To my believe, it is ...

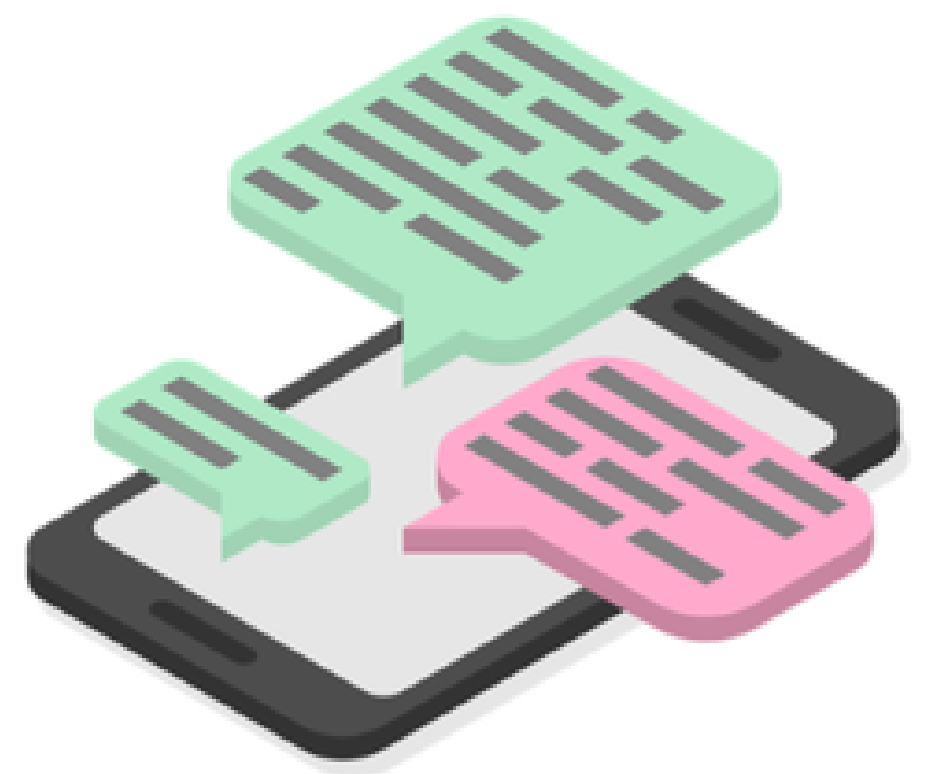


Language Forms and functions for web chats

✓ Closure (Conclude & sign off)

- Use appropriate complimentary close depending on the context

Function	Expressions
To conclude	See you soon. Hope to see a progress. Well, that all for now and thanks.
To sign off	Bye/ Goodbye, All the best, Best wishes,



- Introduction to web chats on work-related matters
- Emojis and web chats
- Types of enquiries and complains via web chats at the workplace
- Language forms and functions for web chats



PRACTICE 10

Complete the tasks based on the situation.

You are interested in buying a new set of new gaming virtual reality headsets for a competition. You visit a gadget website to get details on the best virtual reality headset in the market. The website enables you to chat with the company's representative.

TASK A

In pairs, discuss and plan your enquiries by identifying the scope of enquiries. Then construct 5 enquiries based on the scopes identified. The first one is done for you.

0.	Price	May I know the price of the XYZ headsets? or Could you let me know the price range for ABC headset?
1.		
2.		
3.		
4.		
5.		

TASK B

In pairs, roleplay the situation using any webchat applications.
(You may also use WhatsApp or Telegram for the purposes of this practice).

PRACTICE 11

Read the dialogues provided carefully and complete the tasks.

TASK A

Situation

It's late at the offices of Magneto & Inc. and Mr. Prem, the Senior Financial Officer is working progressively with his team. His Financial department was held responsible for a 2 million Ringgit project and that is a tall order for his team to supervise. They have been doing this all month because Mr. Prem wants the presentation with the Company President, Mr Xavier Singh to be perfect.



MAGNETO

Hi there. If you don't mind, could you ask regarding the status of the site report executed by the Planner from the Eng. Dept.?

Hey! Are you planning to spend the night in the office?

Yes, I'm putting in the hours to make sure our presentation is perfect.

Woah! Prem, you've really been **burning the candle at both ends** lately.

And if you don't mind me saying so, you might **burn out**.

I'm not burning out. FYI, I'm full of energy. I just need to finish this bit.

I've enquired the details last week and the planner have submitted their report. I believe that document have been emailed to your official mail.

Prem, it's good that you're putting in the hours, but you should calm down. We will be more than pleased to **lend our hand**.

Well, maybe you guys are right. I can't **think straight** anymore, I'm **dead tired**.

Answer the questions.

- 1 The following sentences expresses the term 'burnout' accurately EXCEPT,
 - A Long and unpredictable work hours have led to burnout and frustration.
 - ☒ B After hours of blazing fire, the firefighters are just going to let the fire burn out.
 - C I burned myself out as a competitive swimmer. I just cannot stand to practice anymore. Prem burned himself out in that boring job.
 - D Many young doctors burn themselves out after a few years of 70-hour weeks of work.

- 2 Mr. Prem was excited to complete the report.
 - A True
 - ☒ B False
 - C Not mentioned.

- 3 Which of the following meanings suits the phrase "putting in more hours"?
 - i To work extra hours rather than usual time
 - ii To work harder than others in the workplace
 - iii To tolerate the busy schedule and workloads
 - iv To spend a particular amount of time doing something
 - A i and ii
 - ☒ B ii and iii
 - C i and iii
 - D i and iv

- 4 The expression 'think straight' means...
 - A To think hastily
 - B To think seriously
 - C to think straightforward
 - ☒ D to think rationally or calmly

- 5 Match the idioms with the meanings by filling in the alphabet in the box.

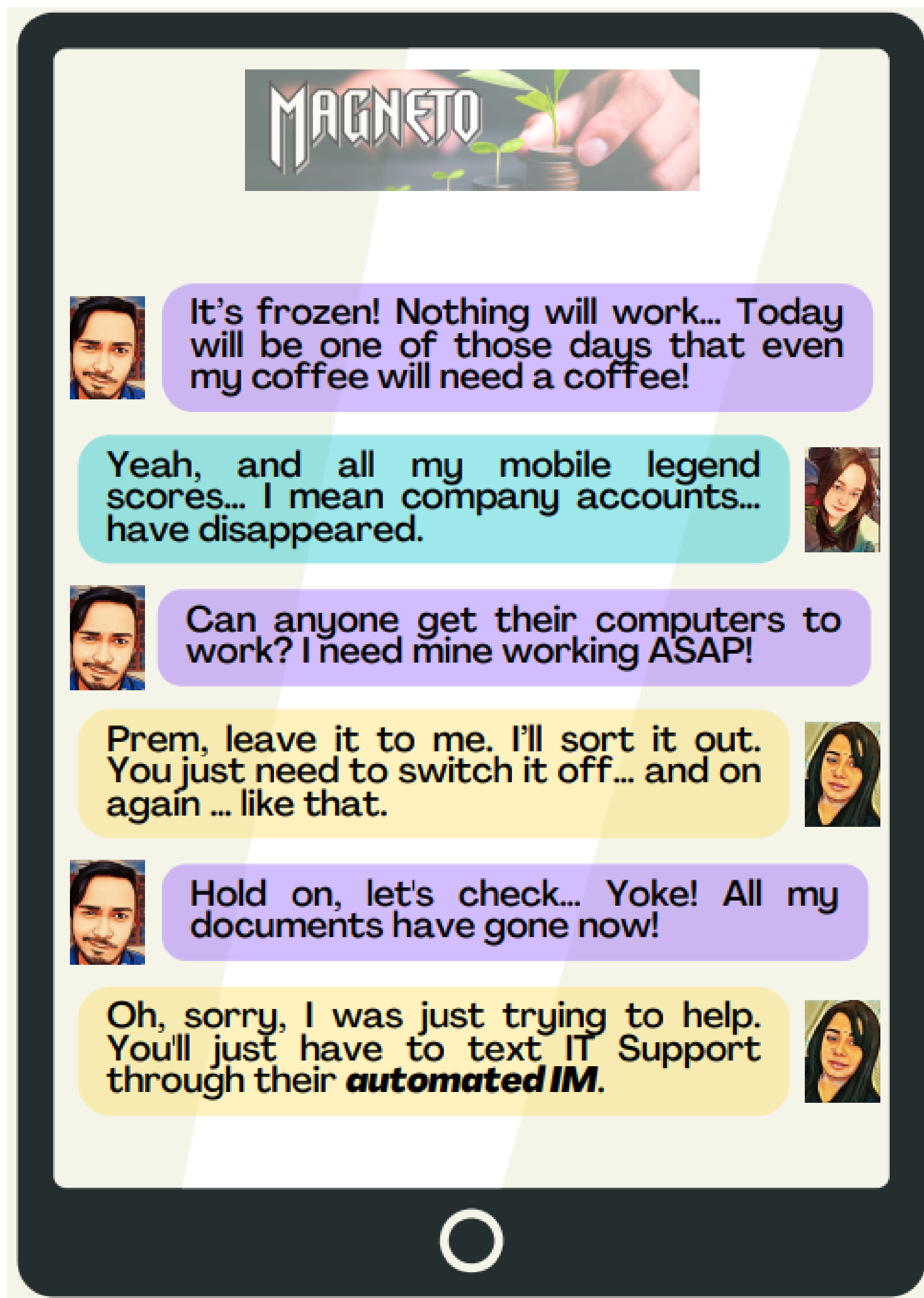
Idioms	
D	Tall order
A	Dead tired
B	Lend a hand
C	Burning the candle at both ends

Meanings
A. totally exhausted
B. give assistance
C. to overwork with too many things
D. something that is difficult to complete

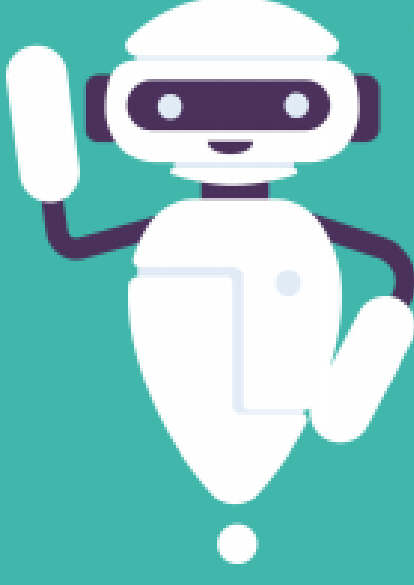
TASK B

Situation

Something has happened to the computers in Magneto & Inc. As a result, everyone's work has disappeared including Prem's presentation and documents. Kanz calls in the IT support to sort out a problem with the computer.




Chat with IT support of Magneto Inc.



Hi! Welcome to IT support. I'm your virtual assistant. Would you like to have button-based chat or live chat with our technician?

Live chat **Button chat**


Live chat



Thank you for choosing live chat. Our technician will reply to you shortly.


Chat with IT support of Magneto Inc.

Hi there. Kanz here from financial department. I'm afraid I've got to complaint about the new computer installed last month. Everyone is having some computer problems.




Hi Kanz. Zueyana here. I'm so sorry. May I know what system you are using currently?

Erm... it's Windows 7 on a PC.



Good, good, this should be easy. Were you using many applications when it crashes or running in long hours?


Well, I suppose I did for almost 24-7.




Right, try pressing control, alt, delete, at the same time and after that try opening Windows again.

Kanz requested Vyn to open the window literally after texting to the IT support!


Chat with IT support of Magneto Inc.




No, no, no. Open Windows 7 on your computer.




I did, and nothing happens, only cold breeze from the outdoor.



_____. Don't panic, we'll send over a technician to assist in a jiffy.



Oh, silly me! No, the screen just freezes. IDK, I'm a bit worried because I think we've lost some important documents.



Thanks, Zueyana. Appreciate your help.

Answer the following questions.

1 The staff in Magneto & Inc. will face severe punishment due to the situation.

- A True
B False
☒ C Not mentioned.

2 "Today will be one of those days that even my coffee will need a coffee!"

Which of the following explanations suits the sentence above?

- ☒ A Mr. Prem is feeling stressed
B Mr. Prem wants to have more coffee
C Mr. Prem is addicted to coffee and needs more
D Mr. Prem will only work with coffee in the office.

3 _____ . Don't panic, we'll send over a technician to assist in a jiffy.

Which of the following responses is the best for accepting the complaint in the blank provided?

- A Could you leave your contact number?
☒ B I'm afraid I can't help you at the moment.
C We're sorry. You have to deal with it first.
D There appears to be something wrong with your complaint.

4

"You'll just have to text IT Support through their ***automated IM***."

What is the most suitable meaning for the bolded word in the box?

- A Operates live
- ☒ B Operates automatically
- C Operates with a machine
- D Operates with artificial intelligence

5 The following abbreviations stand for...

- | | | |
|-----|------|-------------------------------------|
| i | IDK | I do know |
| ii | ASAP | As soon as possible |
| iii | IM | Instant message |
| iv | 24-7 | Twenty-four hours seven days a week |

- | | | | |
|---|---------------|------------------------------------|----------------|
| A | i and ii | <input checked="" type="radio"/> C | ii, iii and iv |
| B | i, ii and iii | D | i, ii, and iv |

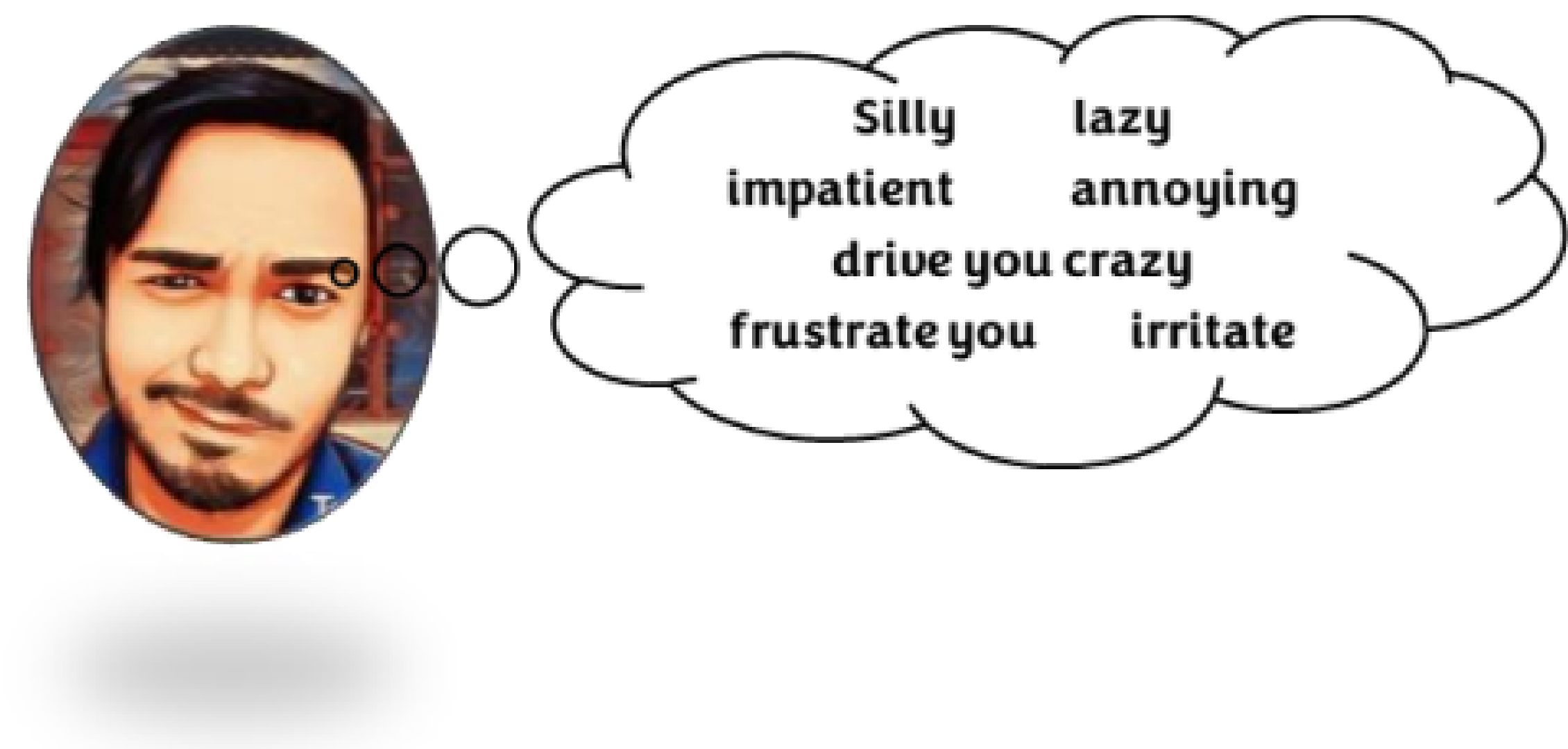
PRACTICE 12

Complete the tasks below.

TASK A

Discuss the commonly used negative adjectives below:

- definitions/meanings
- their uses
- variations (if any)



TASK B

Find out the meanings of the following idioms to describe anger or frustrations in complaining about something. The first one is done for you.

0	see red	Losing words or vision being infuriated
1	the last straw	a further difficulty or annoyance, typically minor in itself but coming on top of a series of difficulties, that makes a situation unbearable
2	go ballistic	fly into a rage.
3	jump down one's throat	to react angrily to something that someone says or does:
4	hit the roof	suddenly become very angry.
5	tick someone off	reprimand or rebuke someone.



TASK C

In pairs, construct sentences with adjectives learned in Task A and any suitable idioms learned in Task B. The first one is done for you.


0	Don't be <u>silly</u> . Answer my questions! You make me to <u>see red</u> .
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	




PRACTICE 13

Complete the chat conversation between two colleagues using the terms provided in the table. The first one is done for you.


mix-up	was delivered	send	assistance
get the correct	that's great.	it's my pleasure	tell me more
this is	pull up	the new office computer	here




Hi Vyn. this is Kantha from the IT department.




Hi Kantha. Anything that I can help you with today?




We have a problem with the new office computer. We ordered it last week, and it arrived yesterday.




I'm sorry. Let me just pull up the details. Can you tell me more about the problem?




Sure. The wrong computer was delivered. I send you the order details right now.



Ok. Thanks. Oh, I see there was some kind of mix-up We'll get the correct computer delivered as soon as possible.



That's great. Thanks for your help, Vyn.



My pleasure I'm always glad to be of assistance

PRACTICE 14

Answer the following questions.

 <p>FET1 - Basics of Email 15 Questions</p>	NAME: _____
	CLASS: _____
	DATE: _____

- The _____ are files sent with e-mails.

<input checked="" type="radio"/> A Folders	<input type="radio"/> B Appendix
<input type="radio"/> C Attachments	<input type="radio"/> D Letters
- What is symbol used to indicate an attachment is sent with the e-mail?

<input type="radio"/> A Envelope	<input checked="" type="radio"/> B Paperclip
<input type="radio"/> C Arrow	<input type="radio"/> D Thumbnail
- _____ an email is the process of sending a message you have received to someone else.

<input type="radio"/> A Replying	<input type="radio"/> B Sending
<input checked="" type="radio"/> C Forwarding	<input type="radio"/> D Replicating
- Which of the following matters is to be considered in sending an email?

<input type="radio"/> A Insert emojis to express your feelings	<input checked="" type="radio"/> B End with a proper complimentary close and signature/name
<input checked="" type="radio"/> C Correctly structured sentences	<input type="radio"/> D Send emails with typing errors and grammatical mistakes
- What does the letter 'E' stand for in E-mail?

<input type="radio"/> A Electrical	<input checked="" type="radio"/> B Electronic
------------------------------------	---
- CC is known as _____ in an email.

<input checked="" type="radio"/> A Copy Carbon	<input type="radio"/> B Caption Credit
<input type="radio"/> C Closed Caption	<input type="radio"/> D Carbon Copy
- BCC is known as _____ in an email.

<input checked="" type="radio"/> A Blind Copy Carbon	<input type="radio"/> B Bulk Copy of a Copy
<input type="radio"/> C Blind Copy of a Copy	<input type="radio"/> D Blind Carbon Copy
- When creating a 'Subject' for an email, you should _____.

<input checked="" type="radio"/> A Be brief and concise	<input type="radio"/> B Just say "Hi" or "Hey"
<input type="radio"/> C Explain as much info in the subject as you can.	<input type="radio"/> D Leave it blank.

9. Typing emails in ALL CAPS indicates that the sender is _____.

<input type="checkbox"/> A messaging	<input type="checkbox"/> B making a point
<input checked="" type="checkbox"/> C shouting	<input type="checkbox"/> D browsing
10. When you 'reply all' in an email, you could be addressing everyone in the original email.

<input type="checkbox"/> A True	<input checked="" type="checkbox"/> B False
---------------------------------	---
11. Which of the email IDs looks professional?

<input type="checkbox"/> A <u>abx90com.el@gmail.com</u>	<input checked="" type="checkbox"/> B <u>edwin.21@gmail.com</u>
<input checked="" type="checkbox"/> C <u>haslina.maharom@kkselayang.edu.my</u>	<input type="checkbox"/> D <u>rockstar.gamerzzzzzzz@gmail.com</u>
12. When the BCC field is normally used?

<input type="checkbox"/> A Sending copies randomly to everyone in the organization.	<input checked="" type="checkbox"/> B Ensuring that a specific recipient's contact privacy is respected.
<input type="checkbox"/> C Sending copies to superiors without coworkers' knowledge	
13. An E-mail address can have empty spaces in it.

<input type="checkbox"/> A True	<input checked="" type="checkbox"/> B False
---------------------------------	---
14. It is always important to have a subject line in an email .

<input checked="" type="checkbox"/> A True	<input type="checkbox"/> B False
--	----------------------------------
15. What does the '.com' in a web address refer to?

<input checked="" type="checkbox"/> A Commercial	<input type="checkbox"/> B Communication
<input type="checkbox"/> C Command	<input type="checkbox"/> D Company



FUNCTIONAL ENGLISH

WORKPLACE DIGITAL COMMUNICATION PLATFORM: EMAILS

PREPARED BY:

KANTHAMMAL P.
RHASHVINDER KAUR A. S.
PRAPAGARAN B.
YOKESWARI K. S.

KOLEJ KOMUNITI SEBERANG JAYA
KOLEJ KOMUNITI PASIR SALAK
KOLEJ KOMUNITI SELAYANG
POLITEKNIK MERSING JOHOR

LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to write ideas by:

- presenting important ideas to be shared via emails in a structured manner
- Write emails with attached documents/ appendix

Discuss

- Why do you think emails are important?
- Do you know the features you can find on an email?
- Why is the use of appropriate tone highly important in communication via emails?

What is an email?



There are several types of email:

Formal



Semi-Formal

Informal

Formal Email

Apt for recipients who are strangers or acquaintances
Appropriate for communication with people with authority
Has a defined format and structure
Avoid using slang, abbreviations, contractions, emoticons, informal tone, terminologies, etc.

Semi-Formal Email

- Appropriate for communication among colleagues
- Has no specific format provided the structure appears professional
- Allows the use of simple, friendly and casual language and tone
- Allows using slang, abbreviations, contractions, etc.

Informal Email

- Suitable for communication with friends, family members or relatives
- Has no specific format or structure
- Allows free choice of language use
- Allows using slang, abbreviations, contractions, emoticons, informal tone, terminologies, etc.



Functions of an email

- Works as a mean of communication between two or more people
- Suitable for business/workplace communication & casual communication (friend, family member, acquaintance or even strangers)
- Has similar purpose to conventional written communication but using technology
- Enables messages to be kept permanent for future reference

Purpose of writing emails

- ➔ **To enquire**
- ➔ **To request**
- ➔ **To confirm**
- ➔ **To inform**
- ➔ **To complain**
- ➔ **To instruct**
- ➔ **To obtain further details/updates**



The content of a typical email:

Glossary:

Query: A request for information.
Recipient: the person receiving the email.

Correspondence: communication by exchanging letters or emails.

Request: asking for information.

Deadline: the latest time or date by which something should be completed.

Acronyms: an abbreviation formed from the initial letters of other words and pronounced as a word.



Begin with a proper greeting or salutation



Provide reference to previous emails/document



Introduce yourself/organization or Thank the recipient



State your purpose



Deliver a message or respond to a message



Add polite ending/closing remarks



End with a proper complimentary close and signature/name



Managing Content of an Email

• Opening Paragraph

- Provide ubiquitous greeting (if appropriate)
- Provide reference to previous email or document (if any) or/and
- Introduce oneself/organization
- State the purpose

• Middle Paragraph

- Provide details of the purpose stated
- Provide further explanations/elaborations
- Mention any attachments

• Closing Paragraph

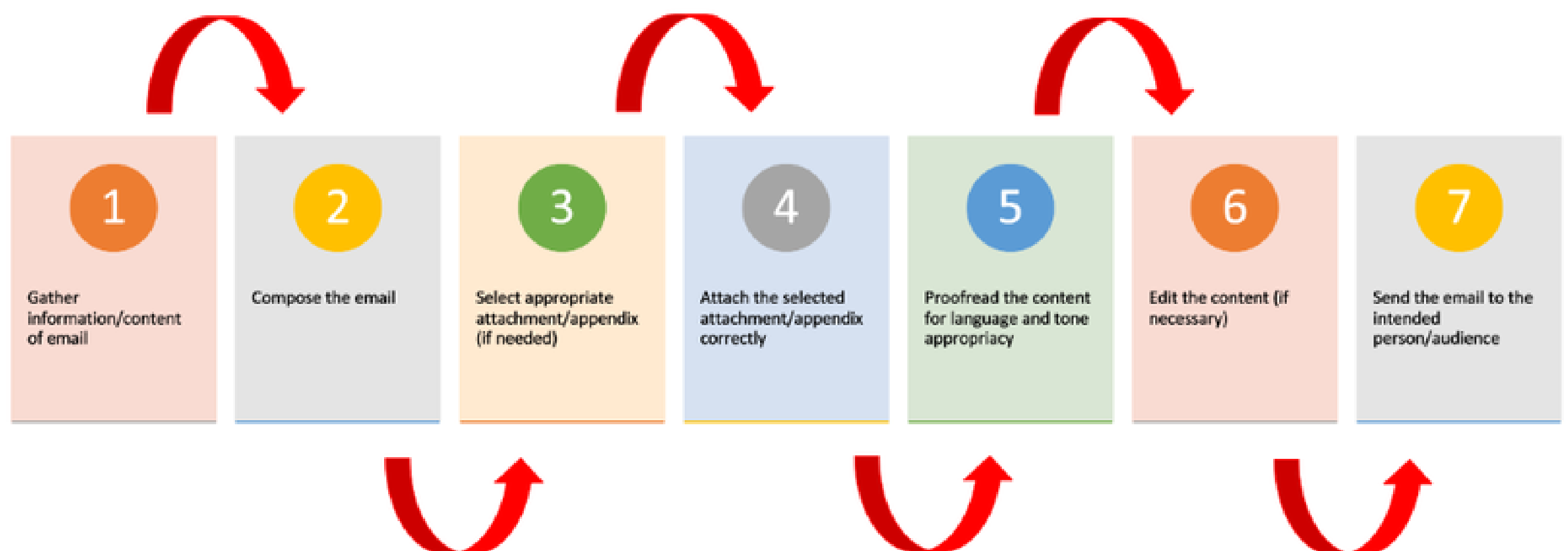
- Express the need of the action
- Express prompt response politely or
- End by using the courteous words

Managing Content of a Response Email

- **Opening Paragraph**
 - Thank the sender/ Apologize when there is a delay in response
 - Provide reference to previous email or document (if any) or
 - Express appreciation/goodwill (if appropriate)
 - Provide a brief response to the previous email on the action requested
- **Middle Paragraph**
 - Provide further explanations/elaborations
 - Clarify details (if necessary)
 - Mention any attachments (if any)
- **Closing Paragraph**
 - Express the need of the action (if required)
 - Establish a professional rapport or
 - End by using the courteous words



The steps of writing a typical email:



Structure of a Typical Email

- From
- To
- Cc
- Bcc
- Subject
- Salutation / Greeting
- Content of an e-mail
- Signature Line/Sign off
- Attachments



Descriptions of Email Structure

From	<ul style="list-style-type: none">• shows the name/ ID of the person sending the mail
To	<ul style="list-style-type: none">• shows the name/ID of the recipient
Cc	<ul style="list-style-type: none">• stands for Carbon Copy• allows to send the same mail to other individuals• email ids of will be visible to other users
Bcc	<ul style="list-style-type: none">• stands for Blank Carbon Copy• is used to send the same mail to other individuals without showing their ids.
Subject	<ul style="list-style-type: none">• shows the title of the mail• is what the reader sees in their inbox• If the subject line is misleading or missing information, your email may not get read or message may even be sent to spam• The more formal your email is, the more detailed your subject line• should be clearly expresses the idea or the reason for mail writing• should be clear, simple, and short



English for Emails:
Email addresses



English for Emails:
Subjects and
attachments



English for Emails:
Subjects and
attachments



Descriptions of Email Structure

Greeting / Salutation

- start an email by either providing a simple greeting or giving a proper salutation

Basic greetings (informal)

- Good morning/ afternoon.
- Good day.
- Assalamualaikum.
- Hi
- Hello.
- Greetings.

- A comma should be placed between the greeting and name

- Hello, Ms. Izzati.
- Good morning, Mr. Josh.
- End the greeting with a period or comma.
- Do not miss the comma between the greeting and name
- Hello Anna. ✗

Basic salutations (formal)

- Dear Sir, / To whom it may concern, (for unknown recipient)
- Dear Human Resource, (indicate the department name for unknown recipient)
- Dear Ms. Natasha, or Dear Dr. Lim, (indicate the name with proper title for known recipient)

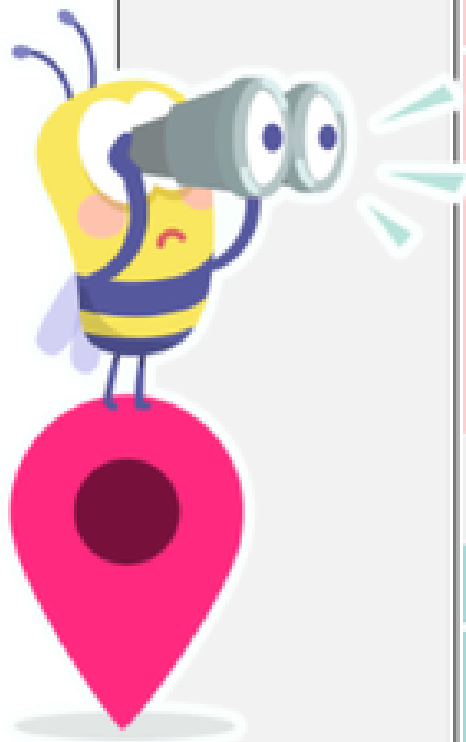
- Use a colon or comma to end the salutation

- Dear Mr. Shree Ram:
- Dear Mr. Shree Ram,
- Please notice that after the word 'Dear' there's no comma.

- include simple an appropriate ubiquitous greeting as to establish a

Ubiquitous greetings

- I hope you are doing well.
- I hope this email finds you well.
- I hope you are having a great week.
- I hope all is well.



Descriptions of Email Structure



Content of an e-mail

- should be clear and simple to understand
- contains the:
 - Opening paragraph
 - Middle paragraph
 - Closing paragraph

Signature Line

- includes the signature, name, and designation of the sender
- can also include other details like contact number, title address, etc.

Attachment

- refers to list of the documents attached with the mail
- indicated by the paperclip symbol

Recipient's email ID

Subject

Salutation

Closing paragraph

Complimentary Close

Signature line/ Sign off

BRITISH COUNCIL

An email cover letter

New message

To: David Kelly, HR Manager

Subject: Application for sales manager position

Dear Mr Kelly,

I am writing in response to the job advertisement on the ABC Jobs website for the position of sales manager.

I have five years of experience in sales. For the last three years, I have worked as a team leader, managing a team of 20 sales assistants in a large store. I have experience in hiring, training and managing staff. I have good communication skills and I can speak Italian, Spanish and English.

I have attached my CV with more information about my background and qualifications.

I look forward to hearing from you soon.

Best regards,

Laura Mazzanti

Send

Attachment

Top Tips for writing

- Include a clear subject line.
- Start your email with Dear Mr/Mrs/Ms + person's surname.
- Say which job you're applying for and where you saw the advertisement. You can begin with I'm writing in response to the job advertisement for the position of ...
- Write a short paragraph to say why you're suitable for the job. Mention your education, qualifications, work experience or skills.
- Attach a CV with more information about your qualifications and background.
- End by saying I look forward to hearing from you soon or I hope to hear from you soon, and sign off with Best regards or Best wishes.

LearnEnglish

Opening paragraph

Middle paragraph

English for Emails:
Formal and
informal language



Email signature (sign off)

Automatic Sign Off

PROS

- Cuts down on timing
- Lets you focus on message
- Serves as a catch-all apology for typos (Great for emails sent by phone)

Le. "Sent in haste,"
"Please excuse my monkey thumbs,"

CONS

- Hard to apply to every audience and situation
- ex: If you're emailing an international audience, language varies.
- Can come across as apathetic and insincere

Personal Sign Off

PROS

- You have the flexibility to customize to every scenario and person
- Le. "Thanks in advance for your help," as a sign off when you're asking for a favor vs. "That's all for now," when you're sending over an update
- When recognized as personalized, it is appreciated by recipients

CONS

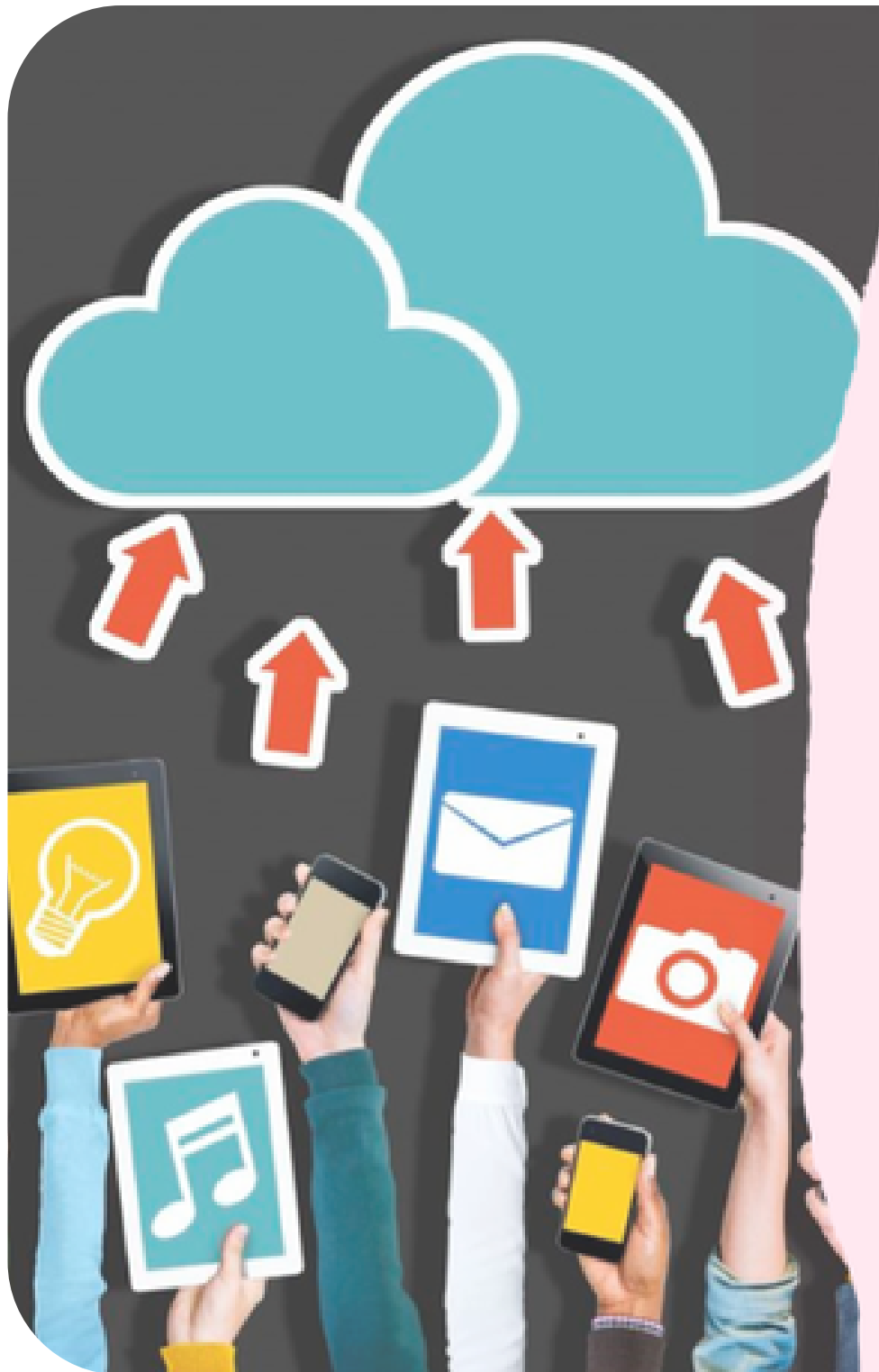
- Adds time to email-compose process
- Can lead to typos

- A professional email signature provides the essential information a reader needs to know about the sender, including:

- ☐ Signature (optional)
- ☐ Your name
- ☐ Job title
- ☐ Organization
- ☐ Contact details (for formal only)

- Email signature should include the abovementioned information, but the sender could also add:

- ☐ Details of qualifications
- ☐ Chosen pronouns
- ☐ Social media links



Email etiquette (Dos)

- Keep the length of message as concise as possible
- Follow a proper format
- Structure your thoughts: determine your main points and write them out.
- Present your ideas with the problem/solution formula or in chronological order.
- Tell your readers why the email is important
- Include an actionable step in your message
- Be specific with documents/dates/deadlines
- Proofread the email by check grammar and spelling for errors and then edit accordingly after proofreading and before sending
- Use available AI tools and writing assistants. They were created to make your work easier.
- Include graphs, flow charts, and other files as attachments



- Use any language of interest for an intended audience
- Write entire mail using capital letters
- Insert emojis to express your feelings
- Use ornate, playful, fancy font styles or coloured fonts as well as eye-catching features in emails.
- Use the jargon and register unknown to the intended audience
- Write impulsively without any planning
- Use same words repeatedly with opting for correct synonyms
- Make mistakes with names
- Use abbreviations in formal emails
- Send email without any attachments (if you have already stated that the email is accompanied with an enclosure)

How to attach documents properly

1

Open a new email message window, usually by clicking the "New Message" or "Compose Email" icon

2

Click on the menu item with a paperclip icon that indicates "Attach a file" or something similar (e.g., "Attach Files")

3

Browse through your computer's folders and click to select the files/folders you want to attach.

4

Click the "Open" or "Choose File" or another similar button to attach the file to your email.

5

Finalize email composition and hit the send button

Sample professional email in English

Service inquiry: Taman Negara Tour

Dear Sir,

I hope this email finds you well.

I am Nik Sarah, the Managing Director of Zam Cottage from Kuala Lumpur. Our cottage specializes in providing unique urban living experience for local and international tourists. We would like to know more about the tour packages offered by Danz Eco Resort. We came across your details from one of our clients who recently joined an exciting eco tour with your company.

We are planning for an adventurous tour in Taman Negara for a group of 8 people comprising our patrons from Madrid as well as some of our staff members. We would be glad if you could provide us with detailed information on your tour packages through a brochure at a convenient time.

Thank you for your time and we look forward to receiving the information to plan and arrange this tour.

Faithfully,

Nik Sarah

Marketing Director

Zam Cottage, Kuala Lumpur.

NOTE:

- Contractions are usually used in informal replies and avoid using it in formal context.
- Pay attention to the tone used for subject line. Determine whether the email is to be a formal or informal?
- The complimentary close comes before the sender's signature/name.
- Choose an appropriate complimentary close depending on salutations and whether the email is to be a formal or informal.
- In an email, it is not mandatory to use a complimentary close.
- Emails can be simply signed off with the sender's name.

Sample professional email in English

Service inquiry: Taman Negara Tour

Dear Ms. Sarah,

Thank you for enquiring about our tour packages.

I am Nathan Raj, the Marketing Executive of Danz eco Resort. We are pleased that you approached us regarding the Taman Negara eco tour packages.

I have enclosed our latest brochure for your reference. You could also visit to our website at danzecoresort.com for more details. Since you are a fellow service industry company, our company decided to offer a special complimentary addition to your eco tour package which includes two comfortable 4-wheel-drive throughout the tour from the Kuantan Airport to our facilities and experienced tour guides who could speak both the English and Spanish languages well.

I hope that you find this information helpful. Please do not hesitate to contact us if you have any questions regarding our eco tour packages.

Thank you once again.

Sincerely,

Nathan Raj

Marketing Executive

Danz eco Resort

- What is an email?
- Functions of an email
- The content of a typical email
- Managing Content of an Email & Response Email
- The steps of writing a typical email
- Structure of a Typical Email
- Descriptions of Email Structure
- Email signature
- Email etiquette
- How to attach documents properly





Accept
Receive
Except
Not including

Apart
To be
seperated
A part
to be joined
with

Your
To show
possession
You're
Stands for you
are

All ready
Prepared
Already
By this time

A lot
to a large
extend
Alot
Not an English
word

Its
Possessive form
of it
It is
Contraction
form for it is

Quote
To cite
Quotation
Act of citing

Lie
Reset on a
surface
Lay
Put something
in place



PRACTICE 15

Study the following email excerpts and discuss:

A	A meeting will be scheduled on October 15, 2022, at 2:40 p.m. All team leaders/ participants are required to attend. You are required to submit your weekly reports in the meeting.
B	Required meeting- Oct. 15, 2.40 p.m. Submit weekly report. See ya there J

Discuss:

- Do both the excerpts share the same information?
- Which of the excerpts is suitable for formal context? Why?
- Which of the excerpts is suitable for informal context? Why?

PRACTICE 16

Answer the following questions.

QUIZZZ

FET1 - Email Etiquette
10 Questions

NAME : _____

CLASS : _____

DATE : _____

1. Before you press SEND, you should always _____ your email.

☒ A

proofread

☐ B

delete

☐ C

bold

☐ D

forward

2. You should include proper greetings or salutations in emails.

☒ A

True

☐ B

False

3. It is acceptable to use slang, abbreviations, smileys, and text lingo such as "LOL" "OMG" in professional email communications.

☒ A

False

☐ B

True

4. What is the best way to start a professional email?

☐ A

What's up?

☐ B

Hey!

☒ C

Dear Ms. Lina,

☐ D

Hi.

5. Some questions and conversations are best to have face-to-face because there's a large risk of misunderstanding in email.

☐ A

False

☒ B

True

6. What of the following aspects is it important in writing an e-mail?

☒ A

Introduce yourself/ organization aptly.

☒ B

Make sure that your tone is appropriate.

☒ C

State your purpose clearly.

☒ D

Keep the message short and simple.

7. When writing an email, one should be mindful as it can be saved forever or forwarded to others.

☒ A

True

☐ B

False

8. Which is an appropriate complimentary close for a formal email?

☒ A

Faithfully,

☐ B

Sincerely,

☐ C

TY

☐ D

TTYL

9. It's alright to write an email just like you would a text message because you don't have to type as many letters.

☐ A

True

☐ B

False

10. In ensuring the tone of your message remains professional, you could consider the following good practices.

☒ A

Be polite and tactful throughout the message

☐ B

Be sensitive towards recipient's feelings

☐ C

Avoid being optimistic in explanations

☐ D

Maintain good rapport with the recipient



LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to write and respond to ideas and feedback by:

- presenting important ideas to be shared via emails in a structured manner
- writing emails with attached documents/appendix
- responding to messages or information shared via emails in an appropriate manner (by replying)

Important Language Aspects in writing emails

- Maintaining the quality of writing requires careful planning and great attention to the use of proper language aspects
- Frequent mistakes in an email ruin the sender's credibility and tarnish one's image as a professional



In becoming an email conversationalist, one should pay attention to language aspects as follows:



Abbreviations

Grammar

Spellings

Punctuation

Repetitions

Capitalization

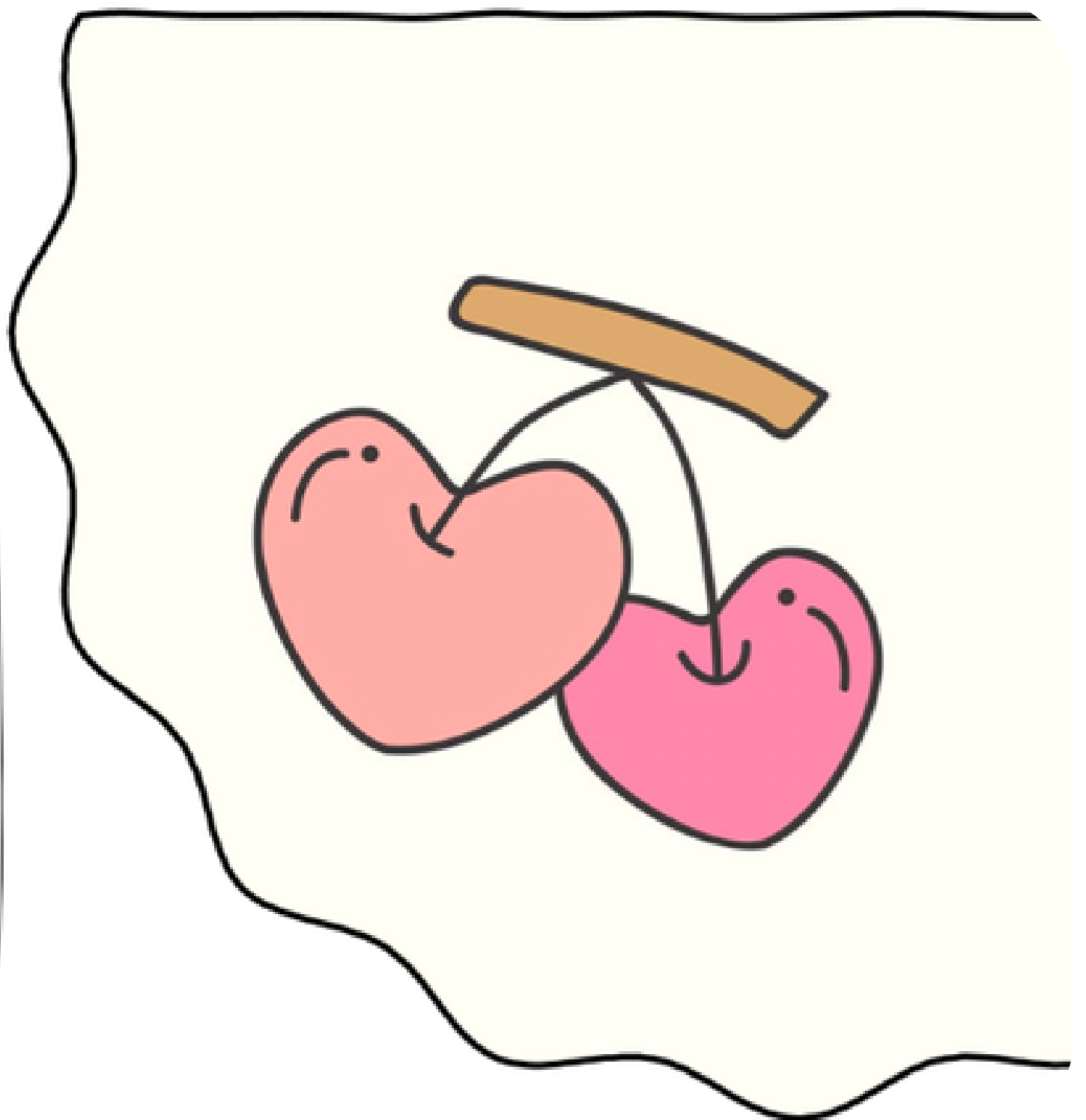
Grammar

- One of the common mistakes in email writing
- English language is governed by grammar rules that can be confusing for everyone at times
- Could be tedious as ability to write accurately involves one's:
 - understanding of the basic knowledge and mastery of grammar rules and exceptions to rules
 - experience in constructing various types of sentence structures
 - selection on appropriate use voice in formal and informal context



Pay attention to:

- ✓ Subject-verb agreement
- ✓ Use of active voice or passive voice
- ✓ Use of prepositions, past tenses, verb forms, adjectives, adverbs, conjunctions, etc.
- ✓ Simplified sentence structures



10 Golden Grammar rules for email writing



- Always use capital letters for names
- Start sentences with a capital letter.
- Break up sentences with commas appropriately.
- End every sentence with a full stop.
- Every sentence should have a subject (John), verb (reads) object (books)
- Use the active voice to engage the reader.
- Break up lists into bullet points to make information easy for readers to understand
- Explain acronyms when you use them
- Avoid using long-winded sentences.
- Never use swear words and bombastic words.

Spellings



- proper and accurate spellings in email writing is essential
- incorrect spellings show one's carelessness
- pay attention to random words, proper names and recipient's name
- Maintain consistent spelling style.
- Always check words in online dictionary of any doubt about spelling
- Check and verify the spelling of the recipient's name a couple of times
- Minimize foreign words

List of commonly spelled words:

1. Definitely (definatly)
2. Separate (seperate)
3. Until (untill)
4. Occurred (occured)
5. Calendar (Calandar)
6. Accommodate (accommodate)
7. Consensus (Concensus)
8. Argument (Arguement)
9. Acknowledgement (Acknoledgement)
10. Acquire (Aquire)
11. Apparent (apparant, aparent, apparrent, aparrent)
12. Colleague (Collaegue, Colleague, Coleague)
13. Conscientious (Consciencious)
14. Entrepreneur (Entrepeneur , Entreprenur , Entreperneur)
15. Experience (Experience)

Punctuation

- Writing emails involve the use of proper and correct punctuation
- missing punctuation marks at the right places could be misleading and appear incomplete
- Common punctuation marks used in emails:

The Punctuation Guide		
Terminal points ✓ . Period ✓ ? Question mark ✗ ! Exclamation point	Pausing points ✓ , Comma ✓ ; Semicolon ✓ : Colon	Hyphens and dashes ✓ - Hyphen ✓ – En dash ✓ — Em dash
Quotations ✓ " " Quotation marks ✗ . . . Ellipses ✓ [] Brackets	Other punctuation ✓ () Parentheses ✓ ' Apostrophe ✓ / Slash ✗ < > Angle brackets ✗ { } Braces	Other matters Style British versus American style Titles of works Word processors

5 punctuation rules for emails

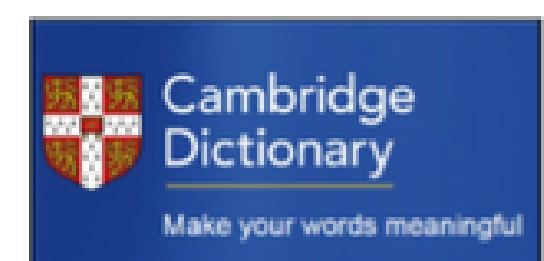
1. Always end a sentence with punctuation.
2. Avoid too many question marks.
3. Avoid exclamation points
4. Avoid aggressive punctuation
5. Watch the use of punctuation marks in email greeting/salutations

For more on guide on
using punctuation marks



Use dedicated software or AI assistants to support the writing process such as:

- Grammar, spelling and punctuation check feature in Google Docs
- On-line writing assistants like Grammarly App, Hemmingway App, etc. (available in both, free and subscribed versions as well as website and app versions)
- Google language Tool in Chrome extension
- Online dictionaries like Merriam-Webster Dictionary, Cambridge Dictionary, etc. (available in both, website and app versions)



Abbreviations

- Are associated with colloquialisms and jargon
- Familiarity with the jargon is essential
- Readers may not know those abbreviations or may perceive them as a mistake
- Be extra careful using abbreviations in email writing
- Depending on the tone whether formal or informal
- Avoid abbreviations are used in formal emails

List of abbreviations useful for semi-formal and informal emails:

1. EOD - end of day
2. EOM – end of message
3. FAO – for the attention of
4. FYG – for your guidance
5. FYI - for your information
6. FYR – for your reference
7. HTH - hope that helps
8. IMO - in my opinion
9. LET - Leaving early today
10. NBD - next business day
11. NNTR – no need to respond
12. NYR – need your response
13. OOO - out of office
14. PFA – please find the attachment
15. PRB – please reply by
16. TBF – to be forwarded
17. TL;DR – too long; didn't read
18. TYT - take your time
19. VSRE – very short reply expected
20. Y/N - yes or no



Repetitions

- Frequent repetitions could be misleading and sometime tedious for the reader
- Use language in a dynamic way to appear professional and sound to readers
- Avoid repetitions if necessary unless the words serve a specific purpose or goal in the message

Follow the
steps below
to avoid
repeating
words in the
messages:

Read

- Read the written text, preferably the whole paragraph.

Scan

- Scan it slowly to select those repetitions.

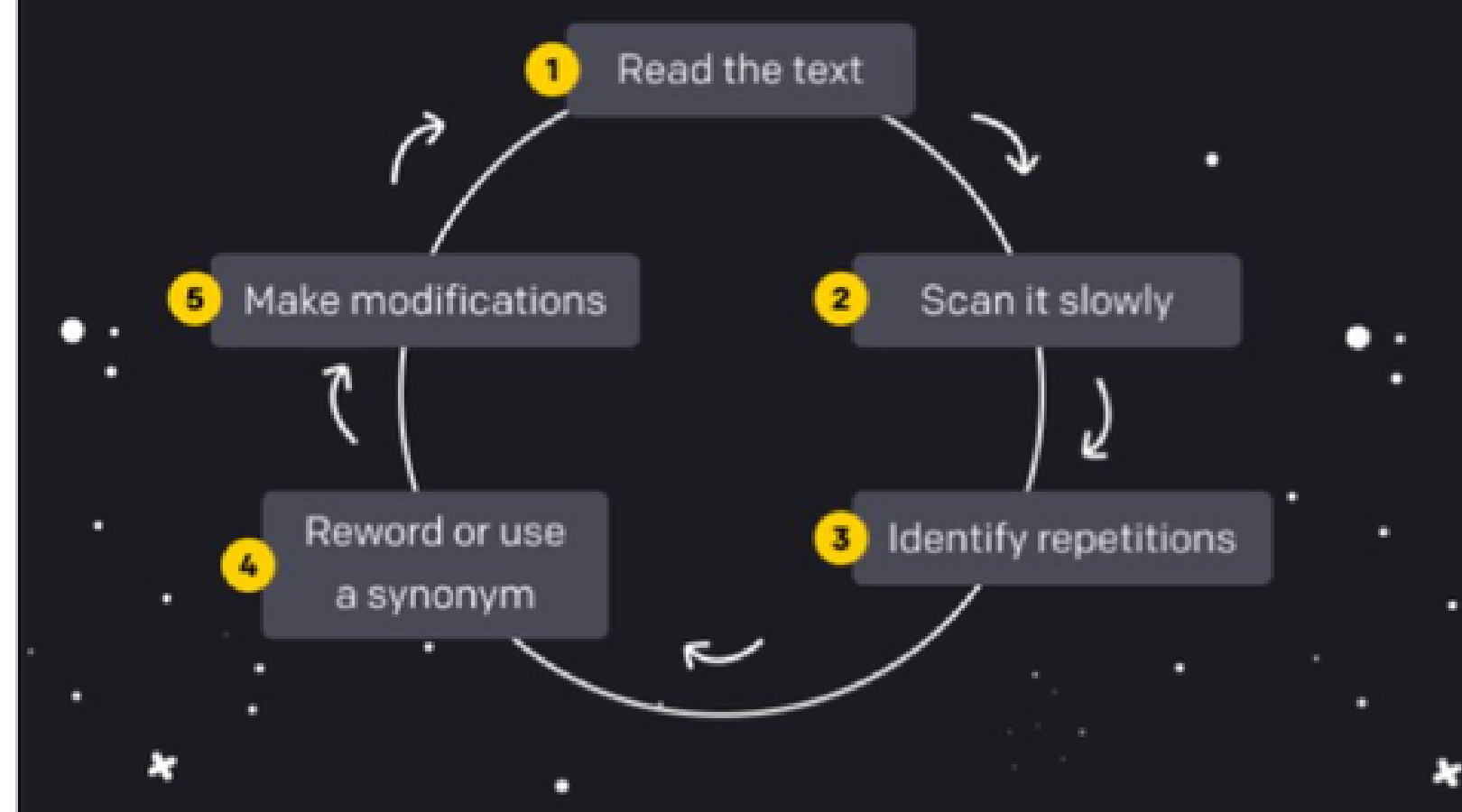
Identify

- Identify what parts of speech the repetitions are. Are they nouns, verbs, adjectives, etc.

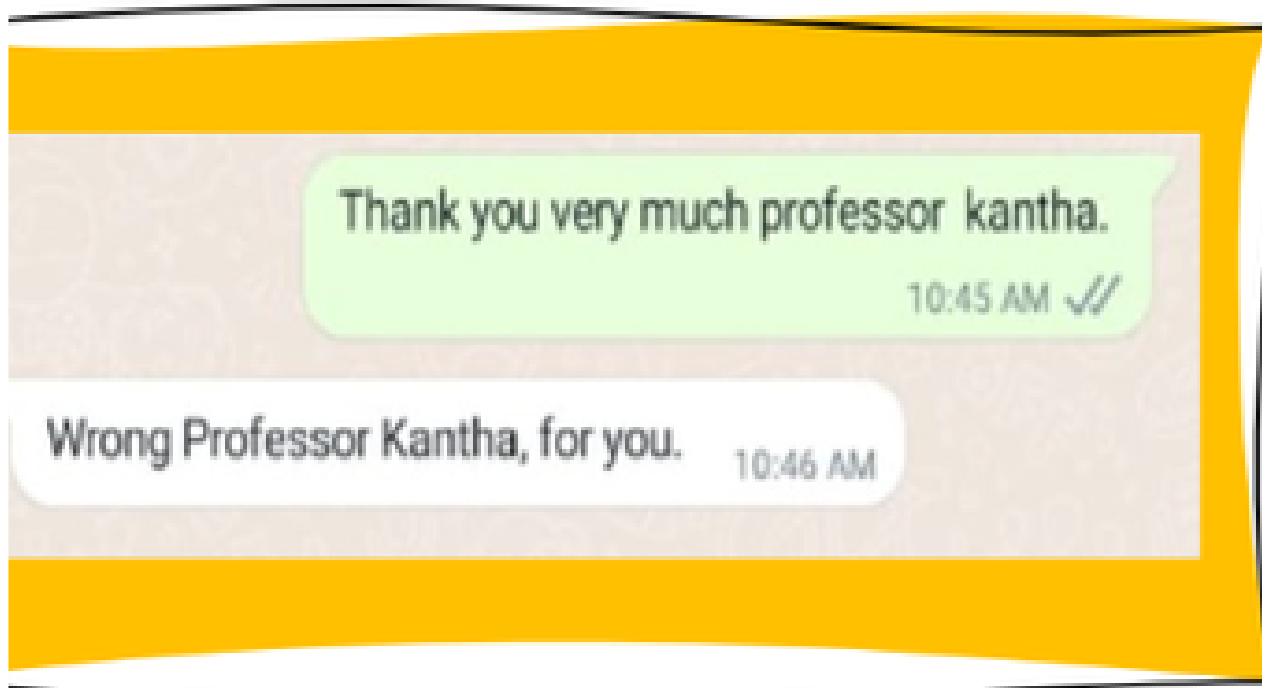
Reword

- Reword the sentence or find a synonym for the word that repeats. Use the synonym that won't change the meaning of your main subject. You can use this online synonym dictionary.

The lifecycle of a text without repetition



Capitalization



- First letter of a word is in uppercase, and the remaining letters are in lowercase
- To be seen as rude for treating a name or title as wrongly
- In uncertain situations, whether to use capitalization, use a search engine to see how the word is used online

Capitalization is normally used:

For the name of a historical event

Merdeka Celebration
Japanese Occupation

For the name of a nationality

Malaysian
Singaporean

For the name of a month

October
November

For the name of a day

Thursday
Monday

For the name of a specific period of time

World War I
Middle Ages

For the name of a city, country

Kuala Lumpur, Malaysia
Seoul, South Korea

For the name of a holiday (but not seasons)

Chinese New Year
Vaisakhi

For the first word in a quotation that forms a complete sentence

"He likes it!" said Ima.
"So she bought it?"
Asked Lee

In an academic title

The Law of Collegial Dynamics

For the name of a language

English
Spanish

In a new sentence

I hope that's obvious!

Important Language Aspects in writing emails

- Grammar
- Spellings
- Punctuation
- Abbreviations
- Repetitions
- Capitalization

**TIME
FOR
REVIEW**



Part and parcel:

An integral or essential piece

Pros and Cons:

The positive and negative side of an argument

More or less:

Mostly/almost

Hustle or Bustle:

Noisy Surrounding



PRACTICE 18

Choose the most appropriate word/ expression to complete the email below.

ENQUIRY ON FUNCTION HALL

Mohammad Luqman Lattif <luqman.89@gmail.com>

1:10 (0 minutes ago)

☆

↩

⋮

To: Rahiman Mansor

I am Mr. Luqman from Waqanda Boutique, a leading hijab retailer in Kuala Lumpur.

I would like to _____ (1) about one of your function halls in Pavilion Hotel, Kuala Lumpur.

We are _____ (2) for a potential function hall for a corporate dinner event which will be held _____ (3) November 11, 2022 (Friday), from 7:00 p.m. to 10:00 p.m. We _____ (4) that the event will be attended _____ (5) fifty people.

I would like to highlight _____ (6) special requirements _____ (7):

- Three of us are full vegetarians.
- We need AV _____ (8) to show a short video clip.
- Four persons will be staying _____ (9) and we require a suite with 2 bedrooms as well as a taxi service to and from the airport for them.

Our _____ (10) will be meeting on August 10, 2022, to discuss which hotel to _____ (11). We would _____ (12) appreciate it if we could have a _____ (13) from you before then.

Thanking you in _____ (14).

_____ (15) regards,

Mr. Luqman,
Assistant Manager, Corporate Services,
Waqanda Boutique

- 1
- ☐ A request
☒ B enquire
☐ C complaint
☐ D explain

- 2
- ☐ A looking
☐ B seeking
☐ C seeing
☐ D watching

- 3
- ☐ A in
☐ B at
☒ C on
☐ D -

- 4
- ☐ A predict
☒ B estimate
☐ C think
☐ D count

- 5
- ☒ A by
☐ B for
☐ C at
☐ D around

- 6
- ☒ A a few
☐ B some
☐ C many
☐ D several

7 A below
 B as follows
 C like
 D following

8 A tools
 B items
 C equipment
 D appliances

9 **A** overnight
 B fortnight
 C weeknight
 D tonight

10 A team
 B members
 C company
 D committee

11 A use
 B hire
 C reserve
 D charter

12 A fully
 B highly
 C mostly
 D greatly

13 A quation
 B quotation
 C quatetion
 D quotetion

14 A expectation
 B anticipation
 C presumption
 D assumption

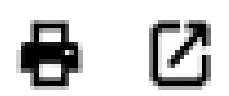
15 A kind
 B good
 C best
 D great



PRACTICE 19

Read the email below and identify 15 errors, then, complete the tasks in pairs. The first one is done for you.

Speaker Invitation – Business Management Workshop at Pasir Salak College Community



Citrine Lim Pei Yi <citrine.82@gmail.com>

13:22 (0 minutes ago)



To: Tyler Tan Chong Yew

Greetings Mr Tyler Tan,

I am very please to invite you to serve as a panel speaker at Pasir Salak Community College 15 annual Business Management Workshop on October 15th, 2022.

Due to continued COVID uncertainties, the workshop will be hold in a live virtual format via Zoom Webinar with moderated Q&A. This year's conference theme is "From Home to a Company: Creating Collaborative Communities". We are expecting a packed room, containing some of the most prominent researcher in the field of business, and are eager to end the conference with a panel that summarize what was new at the conference and points to the future.

This unique conference brings together professionals from diverse fields to dialogue and explore issues related to the theme, and it's impact on government, the arts, education, business, economics. As a panelist, you will share your professional and personal vantage points and opinions on selected topics to an audience of domestic and international students, campus, and community members.

Each panel session is 50 minutes in length with 4 panel speakers. Each speaker will be allotted between 15 minutes to speak on the topic from their perspective. The session is then opened for a moderated Q&A by one of our conference committee member.

Since our conference is free and open to the public, unfortunately we are not able to provide any speaker honorarium. However, at Pasir Salak Community College we practice extreme hospitality even virtually. Our conference coordinators will ensured a smooth, informed speaker experience in every aspects, including a very nice appreciation gift.

Please RSVP to accept or decline this invitation by Monday, 1 June , 2022. If you could join us, you will be informed of your panel topics and day/time schedule by mid-August. Attach your resume if you accept this offer.

On behalf of myself and the conference advisory committee, I would like to thank you for your consideration. We look forward to have you share your expertise with our students, campus, and community!

Best regards,

Citrine Lim

Task A
Identify the errors.

1	Pasir Salak College Community
2	please
3	hold
4	"From ... Communities".
5	researcher
6	summarize
7	on
8	alloted
9	were not able
10	ensured
11	aspects
12	June ,
13	Attach
14	On behalf of myself and the conference...
15	have

Task B
Suggest a possible correct answer.

1	Pasir Salak Community College
2	pleased
3	held
4	'From ... Communities.'
5	researchers
6	summarizes
7	in
8	allocated
9	were unable
10	ensure
11	aspect
12	June, (no space)
13	Kindly/Please attach
14	On behalf of the conference ...
15	having



FUNCTIONAL ENGLISH

WRITING EMAILS: **FORMS AND FUNCTIONS**

PREPARED BY:

KANTHAMMAL P.
RHASHVINDER KAUR A. S.
PRAPAGARAN B.
YOKESWARI K. S.

KOLEJ KOMUNITI SEBERANG JAYA
KOLEJ KOMUNITI PASIR SALAK
KOLEJ KOMUNITI SELAYANG
POLITEKNIK MERSING JOHOR

LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to write ideas by:

- presenting important ideas to be shared via emails in a structured mann
- writing emails with attached documents/ appendix

Communicating ideas in emails

- Can be a difficult task to write a professional email that is easy to read and provide all the information the reader needs while still staying professional, concise, and friendly
- Using professional and standard language expressions in emails are vital to avoid them to look like a block of unstructured text
- Giving precise information about the purpose of the message is the key to achieving the desired outcome



Communicating ideas in emails



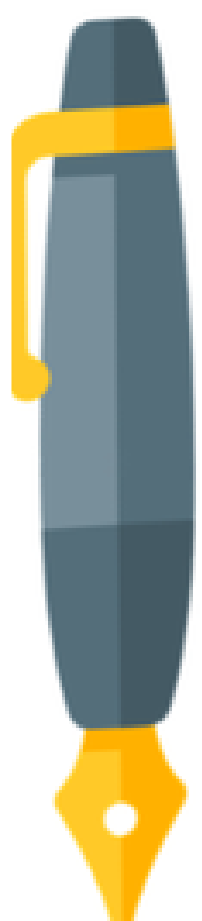
- A study by email app Boomerang found that emails between seventy-five and one hundred words in length had the best response rates
- Any email appears on point and actionable when the following questions are adequately answered:
 - Who is the sender?
 - Why the sender wrote the email?
 - How is the email useful/beneficial for the recipient?
 - What sort of actions/response the recipient should take/make?

Improving email writing skills in English

- read (and write) as many emails as possible
- check out samples online, sign-up to mailing lists, or read back through your inbox to identify English email examples you like
- keep a list of phrases you like and want to use as it helps you understand the building blocks of perfect English emails
- build a bank of email templates that you can use to save time when writing emails in English
- develop your own style of writing formal email English based on the building blocks developed
- read online articles and recommendations on improving email writing



Email writing etiquette



DO's

Use formal sentences

- "Would it be possible..."
- "I would be grateful if you would ...",
- "Could you please..."

Provide a specific reason to persuade.

Cover only necessary information, such as how to do your requirement the time frame.

DON'Ts

Demand help with

- "I need your help to"
- "I heard you could do this for me".

These words are for general speaking.

Pressure with:

- "This is extremely important"
- "It would really mean the world to me"

Write using long-winded expressions and beat around the bush

Writing an email



English for Emails:
Organizing your writing



Common Content of an Email (Writing)



- **Opening Paragraph**
 - Provide ubiquitous greeting (if appropriate)
 - Provide reference to any documents (if any) or/and
 - Introduce oneself/organization
 - State the purpose
- **Middle Paragraph**
 - Provide details of the purpose stated
 - Provide further explanations/elaborations
 - Mention any attachments (if any)
- **Closing Paragraph**
 - Express the need of the action
 - Express prompt response politely or
 - End by using the courteous words

Language forms & functions (Opening Paragraph)

Referring to document

- We are/I am writing with reference to advertisement, promotional brochure, etc.
- According to advertisement, we would like to...
- According to your brochure,

Introducing oneself/organization

- I am the Marketing Executive of ABC Inc..
- I am writing on behalf of ABZ Inc.

Language forms & functions (Opening Paragraph)

Stating the purpose

- I am writing in connection with your email of 24 June enquiring/requesting...
- I am writing to enquire/ask if + clause
- I am writing to complain about...
- I am writing to inform you...
- I am writing to confirm that...
- I am writing to request...
- I would like to know further details regarding

Language forms & functions (Middle Paragraph)

Providing details of the purpose stated

- We are writing to ask the lead time required.
- We are writing to ask if the status of report completion for project ...
- I'd like to know where we can obtain further information.
- Please could you verify the deadline for submission?
- Please would you check the availability of your manager to discuss with our representative?
- We seek your urgent attention to complete the investigation report with the statistics provided by your department.
- We would prefer your earliest update regarding the matter to ensure work progress is constantly monitored.

Language forms & functions (Middle Paragraph)

Providing further explanations/elaborations

To state reasons

- We/I think ...
- We/I feel that ...
- We/I believe that ...
- We/I suppose that
- This is because ...

To justify

- The reason is ...
- The findings suggest ...
- The evidence shows ...
- This is because ...
- The main reason I think this is important is that ...

Language forms & functions (Middle Paragraph)

Providing further explanations/elaborations

To emphasize urgency

- We/I hope you could submit/send ... (something) by... (date/time) because... (reason)
- Please send/submit... (something) / respond when you have the earliest chance
- We/I apologize for the urgency, but could you please (do X, send me Y, complete Z) by ... (date/time) at your soonest possible convenience?
- We/I would be grateful if you could submit/ send/do this before... (date/time)
- Would ... (date/time) be feasible for you to (do X, send me Y, complete Z)

To clarify details

- I am afraid I do not understand the ... (something in the reference) Could you please provide more details?
- We/I would prefer more details before considering ... (something) Any additional information would be greatly appreciated.
- Could you please clarify what you mean concerning ... (a specific area/focus)?

Language forms & functions (Middle Paragraph)

Providing further explanations/elaborations

- To express certain feelings
- We are/I am grateful/happy/angry/disappointed about/with ...
- We are/I am sorry to hear that ...
- We are/I am sorry that you could not.....
- We/I feel bad that you couldn't ...
- It was so surprising that ...
- We are/I am not quite sure if I can ...
- We/I wish I could ... (do something)

- To state preference
- We/I would prefer to ...
- We/I prefer ...
- We/I would rather
- We/I would rather... than ...
- We reckon that/I think it is better to ...

Language forms & functions (Middle Paragraph)

Providing further explanations/elaborations

To make request

- Would it be possible for you to... (do something)?
- Could you ... (do something)?
- Would you mind ...(doing something)?
- I was wondering if you could ... (do something)?
- If you do not mind, would you be able to ... (do something)?
- We/I would like to request ... (something) to be... (done)
- If it is not too much a trouble, could I ... (request something/something to be done)
- It would be a great help, If you could ... (do something),

To provide an opinion

- In our/my opinion ...
- From our/my point of view ...
- We/I think ...
- We/I feel that ...
- We/I reckon ...
- We/I believe that ...

Language forms & functions (Middle Paragraph)

Providing further explanations/elaborations

To provide a suggestion

- We/I would suggest that ...
- Our/My suggestion is to ...
- We/I recommend that ...
- We/I would like to propose that ...
- How about ...?
- We/I think it is a good idea to ...

To ask for a suggestion/ recommendation

- I thought it best to email you to see what should we do next.
- Could you provide any suggestions for us to consider.
- We/I would like to have some suggestions on... (something)
- Your precious suggestions are required to... (decide something)
- Any suggestion that you could possibly give would be a great help

Language forms & functions (Middle Paragraph)

Mentioning any attachments

- I am sending you ... [file's name] as a PDF file.
- I have attached ... [file's name] for your review
- Could you please sign the attached document and return it back by ...[date]?:
- Please see the attached documents for more details about...
- I have enclosed the report you asked for.
- I have sent the document we discussed for your perusal.
- Please find attached... (formal)
- I've attached/I'm attaching...(informal)

Language forms & functions (Closing Paragraph)

Expressing the need for any actions

- We would prefer the report to be submitted by ... (date/time)
- Please confirm the details we discussed before our next meeting.
- We would be pleased to know on your progress as soon as possible
- Kindly contact me if you have any questions.
- Please do not hesitate to contact us/me with any further queries.
- Just get in touch if you have any questions/if you need anything else.
- Please fix a proper time and date for our meeting at your convenience.
- Could you possibly send me the documents before this afternoon.
- I would appreciate it if you could send me the report by Friday at the latest.

Language forms & functions (Closing Paragraph)

Expressing prompt response

- I look forward to hearing from you/seeing you next week/meeting you soon.
- I look forward to hearing from you.
- I am looking forward to hearing from you soon.
- Look forward to connecting soon

Language forms & functions (Closing Paragraph)

Ending by using the courteous words

- Thanking you in advance.
- Thanking you in anticipation.
- Thank you for your attention/assistance.
- We/I appreciate your input/feedback/response.
- I sincerely appreciate your help.
- Great working with you
- Thanks for your consideration
- Appreciate your time and consideration

The screenshot shows an email titled "Application for Internship" from Janet Lee Meng Li to danial.haiqal85. The email content includes a salutation, an opening paragraph, a middle paragraph, and a closing paragraph. The email is signed off with "Regards, Janet Lee" and includes an attachment named "Resume.pdf".

1. Subject
2. Sender's ID
3. Recipient
4. Salutation
5. Opening Paragraph
6. Middle Paragraph
7. Closing Paragraph
8. Complimentary Close
9. Sign-off
10. Attachment/Enclosure

- Communicating ideas in emails
- **Improving email writing skills in English**
- Email writing etiquette
- Common Content of an Email (Writing)
- Language forms & functions
(Opening Paragraph)
- Language forms & functions
(Middle Paragraph)
- Language forms & functions
(Closing Paragraph)

**TIME
FOR
REVIEW**



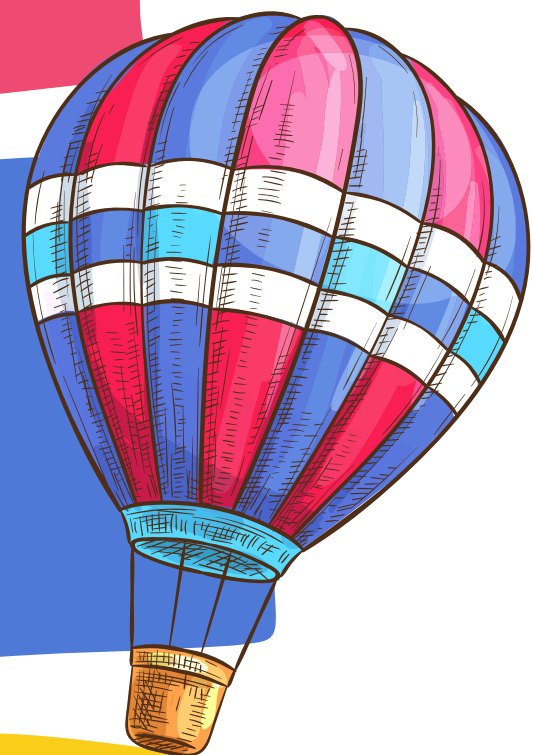
**QUICK
TIPS**



Fish or cut bait
Make a decision/give
someone a chance



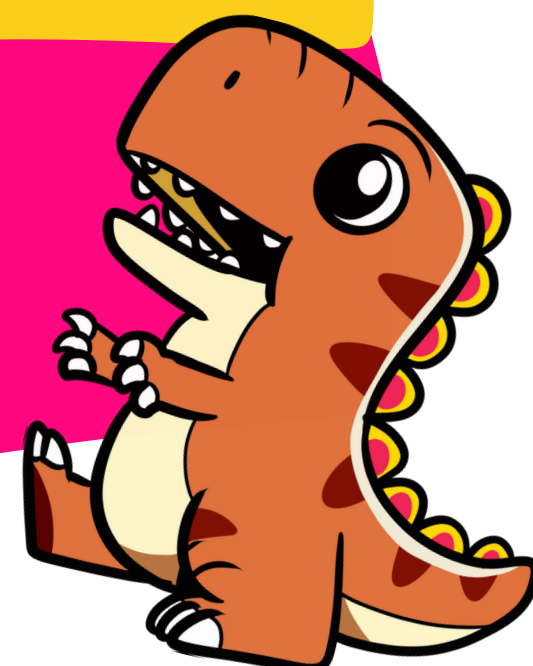
Up in the air
Not yet decided



Flip-flop
To be indecisive



Up for grabs
Available



PRACTICE 20

Answer the following questions.

QUIZZZ

FET1 - Forms & Functions - Writing Emails
10 Questions

NAME : _____

CLASS : _____

DATE : _____

1. 'According to advertisement, we would like to...'

Which of the language functions is suitable for the above expression?

- | | |
|--|---|
| <input type="checkbox"/> A Referring to Your Own Previous Correspondence | <input type="checkbox"/> B Referring to Previous Correspondence |
| <input type="checkbox"/> C Referring to a project | <input checked="" type="checkbox"/> D Referring to document |

2. Which of the language expression is suitable for stating the purpose ?

- | | |
|--|---|
| <input checked="" type="radio"/> A I am writing to confirm that... | <input type="radio"/> B I would like to know further details regarding... |
| <input type="radio"/> C I am writing to enquire/ask if... | <input type="radio"/> D I am writing to complain about... |

3. Which of the language functions is suitable for providing further explanations/elaborations?

- | | |
|---|--|
| <input checked="" type="radio"/> A to justify | <input type="radio"/> B to argue |
| <input type="radio"/> C to state preference | <input type="radio"/> D to negate opinions |

4. ____ you provide any suggestions for us to consider?

- | | |
|----------------------------------|---|
| <input type="checkbox"/> A Can | <input type="checkbox"/> B Should |
| <input type="checkbox"/> C Would | <input checked="" type="checkbox"/> D Could |

5. ____ see the attached documents for more details about...

- | | |
|--|--|
| <input type="checkbox"/> A Do | <input checked="" type="checkbox"/> B Please |
| <input checked="" type="checkbox"/> C Kindly | <input type="checkbox"/> D - |

6. How could a sender express the need for any actions in his/her writing?

☒ A

Please confirm the details we discussed before our next meeting.

☐ B

We appreciate your feedback.

☒ C

Kindly just get in touch if you have any questions/if you need anything else.

☐ D

I look forward to hearing from you.

7. 'Appreciate your time and consideration.'
Which of the language functions is suitable for the above expression?

☒ A

Ending by using the courteous words

☐ B

Providing further explanations.

☐ C

Expressing certain feelings

☐ D

Clarifying details

8. Which of the following language expressions are polite in writing emails?

☒ A

Would it be possible...

☐ B

I need your help to...

☐ C

Can you do...

☒ D

Could you please

9. One should write emails using long-winded expressions.

☐ A

True

☒ B

False

10. Which of the following questions should be answered adequately in ensuring the email appears actionable?

☒ A

What sort of actions/response the recipient should take/make?

☐ B

Who is the sender?

☒ C

How is the email useful/beneficial for the recipient?

☐ D

Why the sender wrote the email?



LEARNING OUTCOMES

By the end of this lesson, students should be able to demonstrate the ability to respond to ideas and feedback in work-related tasks aptly using effective communication skills in written forms

In this lesson, students should be able to respond to ideas and feedback by:

- interpreting messages or information shared by emails correctly
- responding to messages or information shared by emails (by replying in an appropriate manner)
- reacting to ideas and feedback using polite and professional language forms and functions

Reacting to ideas/feedback in Emails

- is simply an email to reply to another email
- is a common type of email in daily workplace/business contexts/situations such as:
 - providing a meeting confirmation
 - responding an rsup confirmation
 - responding to formal/informal invitation
 - approving an application
 - responding to an enquiry/request
 - responding to a complaint
 - acknowledging updates/work progress

Reacting to ideas/feedback in Emails

- in framing a response email, consider to cover the following aspects:
 - understand the sender's requirement/need of action and respond aptly
 - keep your response short and simple
 - plan for follow-ups by including a call-to-action clearly and directly
- according to a study by the International Data Corporation (IDC), working professionals spend 28% of their workweek reading and answering email

Categories of reply

Auto-reply

- Allows anyone to inform the senders that a person cannot possibly respond instantly but they are on it
- The purpose of auto-reply:
 - to let them know the sender that their request was received, and
 - to notify them that a detailed reply will soon be given
- the advancement in digital technology allows anyone to use the assistance of smart application which could send out automatic response
- Saves time from sending emails one-by-one to notify the senders

Personal reply

- can be done within 24 hours upon receiving an email via desktop or smart phone
- The purpose of personal reply:
 - to provide adequate feedback based on the purpose of previous email, and
 - to ensure that the communication between two parties/organizations is recorded for reference/proof
- follows the normal etiquette of writing professional emails
- the content can be anything depending on what the sender had written in the last email

How To Set Up an Automated Response in Gmail

Step 1.

Go to <https://mail.google.com/mail>

Step 2.

then click on the gear icon

Step 3.

select 'Settings'

Step 4.

Click on 'Advanced' in the menu,

Step 5.

then select 'Enable' next to 'Canned Responses (Templates)'

Step 6.

Now that 'Canned Responses' are enabled, you can create a new email by clicking the 'Compose' icon in the upper lefthand corner and typing out the message you want to be automatically sent out.

Step 7.

Once you're finished, click on the three dots in the email window to bring up the email options.

Step 8.

Select 'Canned responses' and then 'New canned response'

Step 9.

Next, a window will pop up where you can name your canned response. Type in the name and select 'OK':

How to Create an Auto Reply in Gmail



Email writing etiquette

Writing in English:
Replying to
Business &
Personal Emails



DO's

Maintain a level of tactfulness in responses

Use separate paragraphs to answer different questions/actions required

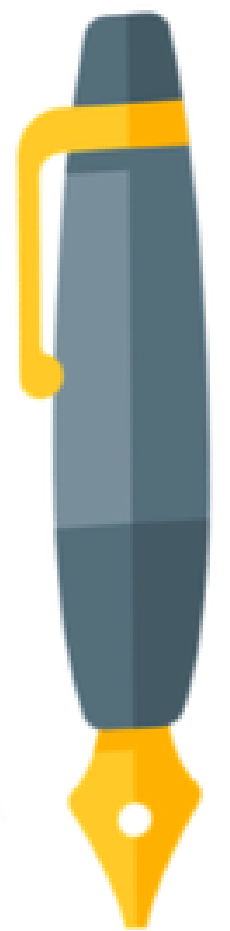
Send a response email within 24 hours (a day)

DON'Ts

Use humor/sarcasm in replies

Assume the recipient knows what the sender is talking about

Use exclamation marks



Common Content of a Response Email (Replying)



Opening Paragraph

- Thank the sender/Apologize when there is a delay in response
- Provide reference to previous email (if any) or
- Express appreciation/goodwill (if appropriate)
- Provide a brief response to the previous email on the action requested

Middle Paragraph

- Provide further explanations/elaborations
- Clarify details (if necessary)
- Mention any attachments (if any)

Closing Paragraph

- Express the need of the action (if required)
- Establish a professional rapport or
- End by using the courteous words

Language forms & functions (Opening Paragraph)

Thanking the sender

- Thank you for your e-mail about ...
- Thank you for your email of October 15.
- Thank you for your email enquiry about.....
- Thank you for your email regarding ...
- Thank you for your email requesting...

Language forms & functions (Opening Paragraph)

Apologizing for delayed response

- Please accept my apologies for this late response.
- My apologies for the delay on our part.
- Please forgive me for responding late.
- I beg your forgiveness for my late reply to...
- We would like to apologize for...

Language forms & functions (Opening Paragraph)

Referring to Previous Correspondence

- I have received your email on June 1 concerning.....
- In reply to your email of February 7, I would like to notify you that....
- With reference to your email of December 22, I.....
- In response to your email, I am happy to confirm...
- Regarding your email, I.....

Language forms & functions (Opening Paragraph)

Referring to Your Own Previous Correspondence

- Referring to my email to you on the July 1, concerning..... We/I recently wrote to you about ...
- On November 22, I emailed you about.....
- Further to my mail on May 9, regarding, I.....
- With reference to our previous email of December 11, I....
- Hope you received my email dated on May 5, that I ...

Language forms & functions (Opening Paragraph)

Expressing appreciation/goodwill

- We are very glad to have you as one of our.....
- We are proud to have you as one of our....
- We are very much complimented that you would like to.....
- We were/I was flattered by your request to make our company as your...
- We are grateful for your...

Language forms & functions (Opening Paragraph)

Provide a brief response to the previous email on the action requested

- We will send/provide... as requested in your previous email.
- In order to provide you an estimation of the cost of our services and more information, I would like to schedule a meeting at your office on any working day.
- I would like to submit the final contract as per our earlier agreement.
- I have arranged one of our team members to contact you ... (*time frame: tomorrow, in three working days, next week, etc.*) with a detailed explanation of the ... (*an object, product, item, etc.*) / for ... (*a concept, idea, project name, etc.*).
- Please find the attached ... (*document: report, summary of analysis, slide, video, brochure, etc.*) as requested in the previous email.

Language forms & functions (Middle Paragraph)

Providing further explanations/elaborations

- *As we agreed before in the last emails, our vision*
- *We are currently providing ...*
- *Currently, we do not have any...*
- *The last attachment is a list of details you required, and we hope...*
- *I will be pleased to participate in the forthcoming ... (event)*

Language forms & functions (Middle Paragraph)

Clarifying details (if necessary)

Asking for clarifications

- *I am afraid I do not understand what you mean by... Could you please provide more details?*
- *Regarding the update, are you saying that we should wait for a few months? Any additional information would be greatly appreciated.*
- *I understand your explanation regarding ... (something), however, could you please clarify what you mean concerning ... (a specific area/focus)?*

Giving clarifications

- *Based on our discussion, we understand that we need to...*
- *Let me send the detailed report for your perusal...*
- *Since there has been a lack of certainty regarding the decisions made earlier, we propose to discuss via virtual meeting for better clarifications of the issue.*

Language forms & functions (Middle Paragraph)

Mentioning any attachments (if any)

- I am sending you ... [file's name] as a PDF file.
- I have attached ... [file's name] for your review
- Could you please sign the attached document and return it back by ...[date]?:
- Please see the attached documents for more details about...
- I have enclosed the report you asked for.
- I have sent the document we discussed for your perusal.
- Please find attached... (formal)
- I've attached/I'm attaching...(informal)

Language forms & functions (Closing Paragraph)

Expressing the need of the action (if required)

- We would prefer the report to be submitted by ... (date/time)
- Please confirm the details we discussed before our next meeting.
- We would be pleased to know on your progress as soon as possible
- Kindly contact me if you have any questions.
- Please do not hesitate to contact us/me with any further queries.
- Just get in touch if you have any questions/if you need anything else.
- Please fix a proper time and date for our meeting at your convenience.
- Could you possibly send me the documents before this afternoon.
- I would appreciate it if you could send me the report by Friday at the latest.

Language forms & functions (Closing Paragraph)

Establishing a professional rapport

If you need any information or support, please feel free to let us know.

I hope we could continue providing our service to you.

I look forward to working with you on this project.

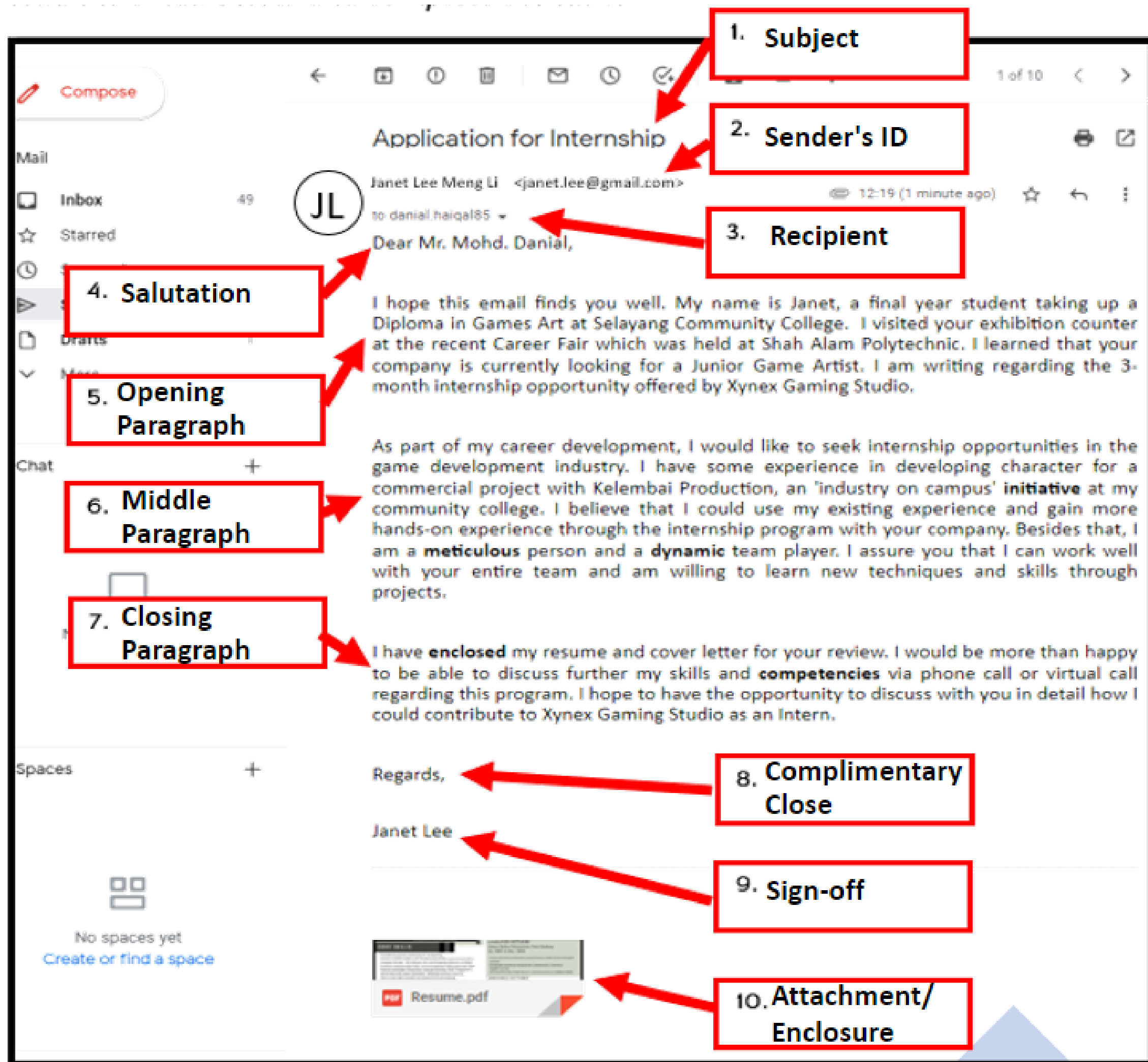
Please feel free to reach out to me should you need anything.

It has been a great pleasure to collaborate with you...

Language forms & functions (Closing Paragraph)

Ending by using the courteous words

- Thank you for your attention/assistance.
- We/I appreciate your input/feedback/response.
- I sincerely appreciate your help.
- Great working with you
- Thanks for your consideration
- Appreciate your time and consideration

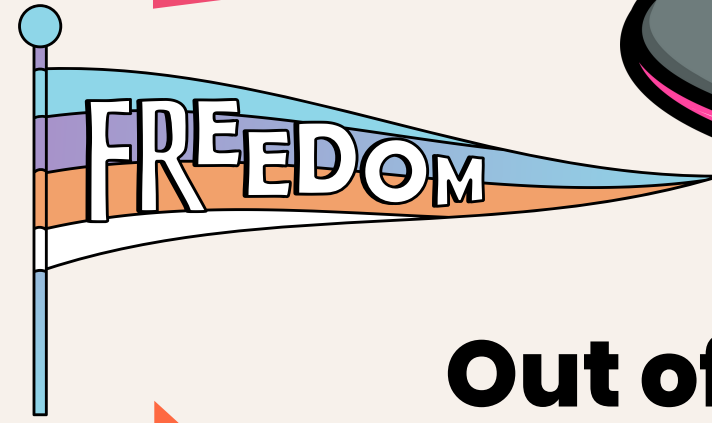


- Reacting to ideas/feedback in Emails
- Categories of reply
- How To Set Up an Automated Response in Gmail
- Common Content of a Response Email
- Language forms & functions (Opening Paragraph)
- Language forms & functions (Middle Paragraph)
- Language forms & functions (Closing Paragraph)

**TIME
FOR
REVIEW**

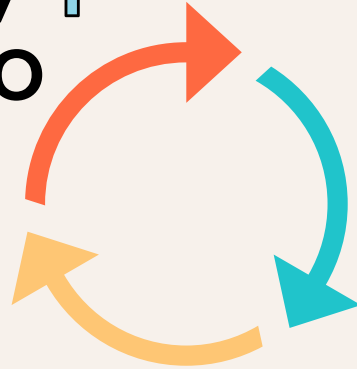
**(Give Someone)
Carte Blanche**

Allow someone
complete freedom;
entrust a decision to
someone



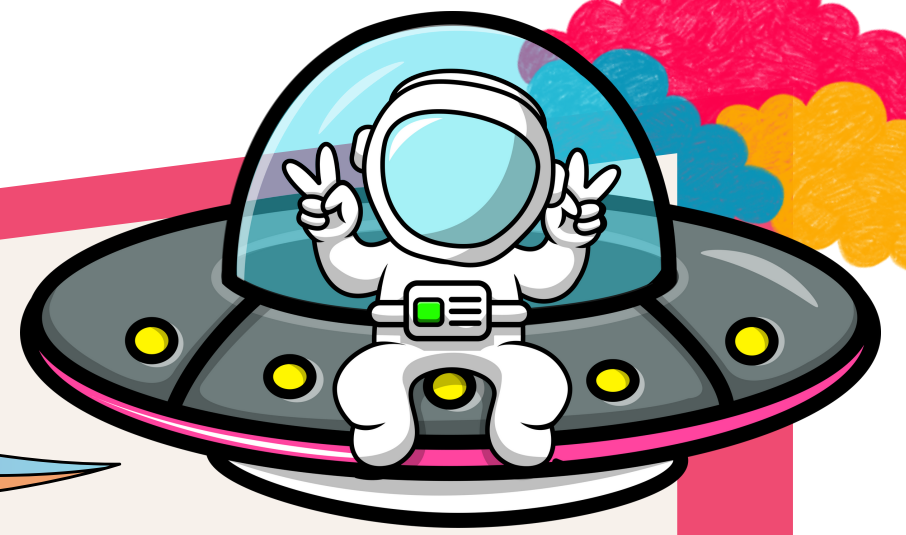
Out of the Loop

Not part of a group
that's kept informed
about something



Rubber-Stamp

Approve something
without
consideration



**On the Same
Page**

Understanding a
situation in the
same way



Hobson's Choice

A choice
among bad
options

**(Have One's)
Back Against the
Wall**

Have few choices,
be cornered



PRACTICE 21

Answer the following questions.

QUIZZZ

FET1 - Forms & Functions - Replying to Emails
10 Questions

NAME : _____

CLASS : _____

DATE : _____

1. Email responses can be categorized into 3 different categories such as auto-reply, manual-reply and personal reply.

☐ A True

☒ B False

2. The following actions are the DO's in responding to an email EXCEPT

☐ A Maintain a level of tactfulness

☒ B Use humor in your sentences

☐ C Send response within 24 hours

☒ D Use exclamation marks

3. It is customary to always thank the sender at the beginning of an email.

☐ A True

☒ B False

4. One does not have to state any reference to previous correspondence if ...

☒ A sending the email to a person for several times.

☐ B sending the email for the first time

☐ C sending email with documents attached

5. It is alright to end an email without courteous words.

☐ A True

☒ B False

6. Which of the following language expressions could be used to establish a professional rapport?

☐ A I hope we could continue providing our service to you.

☒ B Please feel free to reach out to me should you need anything.

☐ C We are grateful for your...

☐ D We are very glad to have you as one of our.....

7. Please find the attached report as requested in the previous email.

The language statement above is used to ____ in an email.

- | | |
|---|---|
| <input type="radio"/> A refer to one's own previous correspondence | <input type="radio"/> B express the actions to be taken |
| <input checked="" type="radio"/> C provide brief response on action requested | <input type="radio"/> D make clarifications |

8. Which of the following language expressions refers to end an email by using courteous words?

- | | |
|--|--|
| <input checked="" type="radio"/> A I appreciate your feedback. | <input type="radio"/> B Thanks for your consideration. |
| <input checked="" type="radio"/> C I sincerely appreciate your help. | <input type="radio"/> D Thank you for your attention. |

9. In framing a response email, which of the following aspects needs to be considered?

- | | |
|--|--|
| <input checked="" type="radio"/> A understand the sender's requirement | <input type="radio"/> B do respond aptly to what is required/requested |
| <input checked="" type="radio"/> C plan for follow-ups by including a call-to-action | <input type="radio"/> D keep your response short and simple |

10. Automated response can be set in any email systems.

- | | |
|---|-------------------------------|
| <input checked="" type="radio"/> A True | <input type="radio"/> B False |
|---|-------------------------------|

PRACTICE 22

Study the following language functions commonly used in writing complaint emails.

A	Apologize for the error or fault
B	Accept a complaint
C	Acknowledge the receipt of a complaint letter
D	Provide explanation of the fault
E	Provide assurance
F	State that replacement of goods is provided
G	Express regret/dissatisfaction
H	Reject responsibility
I	Provide reasons for the rejection
J	Restore confidence and establish rapport for future business

Match the sentences below with the list of functions given above. The first one is done for you.

1	We understand how disappointing it can be when your expectations are not met.	G
2	We appreciate the confidence you have placed in us, and we look forward to providing you with the best possible service in the future.	J
3	We regret to inform you that we have a no refund policy and cannot issue a refund for the product you have purchased on	I
4	This was caused because of a faulty machine	D
5	We, the management of Sunflower Company, confirm that we shall not be responsible for the malfunction of the system after the removal of the firewall.	H
6	Please know that I am committed to preventing this from recurring. I promise I will aim to complete my part of our future projects before the due date.	E
7	New items have been dispatched today morning.	F
8	I am sorry and sincerely apologize for the inconvenience caused	A
9	We appreciate the letter for the email that was sent on the 15th of October	C
10	We acknowledged that our service did not meet the intended standard as complained by your client.	B

PRACTICE 23

Read the situations below and complete the task in pairs.

Situation A

You are an intern in a design company. You are to collaborate with another intern in the sales department for an upcoming fashion show. Both of you are assigned as masters of the ceremony of the show. You need to discuss with the fellow intern some details of the fashion show. Send an email to him/her to meet and discuss.

Situation B

You received an email from a fellow intern from the accounts department. You are to collaborate with the intern for an upcoming fashion show. Both of you are assigned as masters of the ceremony of the show. Respond to his/her email politely and suggest a different time for the discussion session with a valid reason.

PRACTICE 24

Read the situations below and complete the task in pairs.

Situation A

You are working in a bakery, and you receive four brand new convection ovens from a company in Malacca. Your supervisor assigned you to check the consignment to see whether they are functioning well. The bakery you are working at has received a massive order for the festival season. Upon checking the ovens, you find out that one of them is unable to be switched on. Send an email to the supplier to complain about the matter.

Situation B

Your electrical appliances outlet has recently delivered four convection ovens to a bakery in Ipoh. The bakery has received the order successfully. However, one of the staff members contacted you via email stating the inability of one of the ovens to be switched on. You respond by stating that a technician from Ipoh will be assigned to check and fix the problem soon.

PRACTICE 25

Read the email below and complete the tasks.

STATUS REPORT

Jojo Andrew Lai <jojo.81@gmail.com>

09:20 (0 minutes ago)

☆ ↶ ⋮

To: Shahrul Sharifuddin

Everything is going well now here. We're a little bit busy, but that's good as it means we are working.

To reply to your email about the current situation with the Water Spring Resort, please find the answers to your questions below:

- We successfully completed stage 2 on Thursday and currently we're preparing to start stage 3. The project is going fantastic.
- We haven't had any problems with the delivery system, but it was delayed because of a machinery fault. As was said in our last meeting, the problem with the machinery was because it's old. New machines are being ordered and we are waiting for them to arrive. Worry not, we're looking into it, and we suppose it will be fixed by the end of the week.

I apologize that you haven't received a copy of the purchases made for the machinery. I have attached a copy of the report below.

To answer your question about the electrical and painting package we offer, I can confirm that it includes pool cleaning and the 3 water fountains that you would like to install as well as the decoration to make it appealing. This covers remote monitoring, a service every one month, service engineer visits, and the cost of all parts and labor. Let us know if you are okay with it.

Regarding the furniture that you would want to install in the resort home within 6 months' time, I think we should discuss this subject at the next project update meeting. I hope that this answers your questions.

Give me a ring if you need anything else.

Regards,

Jojo Lai
Project Manager

Task A

Answer the following questions.

- 1 Why do you think Mr. Jojo Lai indicated that he is a little busy?

Because the project is on-going as scheduled

- 2 What caused the delay in the delivery system?

Machinery fault

- 3 What did Mr. Jojo Lai send as an attachment?

A copy report on purchases made

4 What are the electrical and painting offers provided by Mr. Jojo Lai?

i	pool cleaning
ii	fountain cleaning
iii	appealing decoration

5 When is the discussion regarding furniture scheduled?

In 6-month time

Task B

Provide the meaning of the following words:

1	current	belonging to the present time; happening or being used or done now
2	fault	an unattractive or unsatisfactory feature, especially in a piece of work
3	purchase	acquire (something) by paying for it; buy
4	appealing	attractive or interesting
5	update	an act of updating something or someone or an updated version of something.

Task C

Write a reply to fix an appointment with Mr. Jojo Lal.

FORMATIVE TEST

Answer the following questions.

QUIZZZ

FET1 - FORMATIVE ASSESSMENT
20 Questions

NAME : _____

CLASS : _____

DATE : _____

1. What is memorandum?

☐ A a short notice usually written by the management to address a certain policy or give a certain announcement or changes in an organization.

☐ B a short usually written by the management to address a certain policy or give a certain announcement or changes in an organization.

☐ C a long notice usually written by the management to address a certain policy or give a certain announcement or changes in an organization.

☐ D a short letter usually written by the management to address a certain policy or give a certain announcement or changes in an organization.

2. Below are the purpose of memo, except...

☐ A To inform

☐ B To give suggestions

☐ C To describe

☐ D To communicate the ideas.

3. It contains the name of the recipient of the memo who will be reading it.

☐ A To

☐ B From

☐ C Date

☐ D Subject

4. It contains the sender's name and job title. i.e. your name or the name of the person who is signing the memo.

☐ A To

☐ B From

☐ C Date

☐ D Subject

5. It contains the complete current date or the date when the memo was written. Write the date in the format being used in your organization for all communication documents.

☐ A To

☐ B From

☐ C Date

☐ D Subject

6. Tells the reader what the memo is about in one line. When you write a subject line, be as much clear as possible by including meaningful words or phrase.

- | | |
|------------------------------------|---------------------------------|
| <input type="checkbox"/> A To | <input type="checkbox"/> B From |
| <input type="checkbox"/> C Subject | <input type="checkbox"/> D Date |

7. What are the features of memo?

- | | |
|--|---|
| <input type="checkbox"/> A Keep the structure brief, simple, writing past tense | <input type="checkbox"/> B Generally less formal than letter, establish accountability, simple |
| <input type="checkbox"/> C Help build good relationship, difficult to understand, Keep the structure brief | <input type="checkbox"/> D Professional tone, help unbuild good relationship, as formal as letter |

- 8.

MEMO

To: Health & Safety Committee
 From: Joe Chan, Chairperson, H&S Ctte
 Date: 29 Nov '13
 Subject: Room change for next meeting

The meeting on Saturday, 28 December has been changed to Room 101.

When is the memo written?

- | | |
|--|--|
| <input type="checkbox"/> A Health & safety committee | <input type="checkbox"/> B Joe Chan |
| <input type="checkbox"/> C 29 Nov 2013 | <input type="checkbox"/> D Room Change |

- 9.

MEMO

To: Health & Safety Committee
 From: Joe Chan, Chairperson, H&S Ctte
 Date: 29 Nov '13
 Subject: Room change for next meeting

The meeting on Saturday, 28 December has been changed to Room 101.

To whom is the memo intended?

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> A Health and Safety Committee | <input type="checkbox"/> B Joe Chan |
| <input type="checkbox"/> C Chair person | <input type="checkbox"/> D Committee |

10.

MEMO	
To:	Health & Safety Committee
From:	Joe Chan, Chairperson, H&S Cttee
Date:	29 Nov '13
Subject:	Room change for next meeting
The meeting on Saturday, 28 December has been changed to Room 101.	

What is the purpose of this memo?

- | | |
|--|--|
| <input type="checkbox"/> A To give suggestions about the meeting | <input type="checkbox"/> B To inform about the meeting |
| <input type="checkbox"/> C To instruct the meeting | <input type="checkbox"/> D To remind the meeting |

11. A short message from person to another in the same business or organization.

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> A Memo | <input type="checkbox"/> B Letter |
| <input type="checkbox"/> C Report | <input type="checkbox"/> D Spreadsheet |

12. Read the following text to answer questions number 1 to 3.

To : All Employees
From : Paul Walker
Subject : Ordering Supplies
Date : April 4th, 20017

All requests for supplies must be typed and signed. Only typed requests will be accepted. All requests must be on my desk by fifteenth every month. Approved requested will be sent on the Accounting Department. Please plan ahead. It takes two to six weeks to order supplies.

The memo is addressed to ?

- | | |
|---|--|
| <input type="checkbox"/> A New employee | <input type="checkbox"/> B Mr. Paul Walker |
| <input type="checkbox"/> C Head of Personal | <input type="checkbox"/> D All employees |

13. Files sent with e-mails

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> A Attachments | <input type="checkbox"/> B Letters |
| <input type="checkbox"/> C Folders | <input type="checkbox"/> D Paperclips |

14. What's the most important thing I should include with every email?

- | | |
|---|---|
| <input type="checkbox"/> A A specific, well thought out Subject field | <input type="checkbox"/> B A professional greeting & proper closing including my name |
| <input type="checkbox"/> C Correctly structured sentences, proper grammar & punctuation | <input type="checkbox"/> D All of the answers are correct |

15. What does CC stand for in an email?

- | | |
|--|---|
| <input type="checkbox"/> A To | <input type="checkbox"/> B Closed Caption |
| <input type="checkbox"/> C Carbon Copy | <input type="checkbox"/> D Copy Carbon |

16. Which is something you should do when creating a "Subject" for an email?

- | | |
|---|--|
| <input type="checkbox"/> A Leave it blank. | <input type="checkbox"/> B Just say "Hi" or "Hey" |
| <input type="checkbox"/> C Be brief and concise | <input type="checkbox"/> D Explain as much info in the subject as you can. |

17. Identify three abbreviations that are appropriate for text messaging at the workplace.

- | | |
|---------------------------------|----------------------------------|
| <input type="checkbox"/> A IMHO | <input type="checkbox"/> B LOL |
| <input type="checkbox"/> C FYI | <input type="checkbox"/> D ROTFL |
| <input type="checkbox"/> E TBD | |

18. Choose the actions that are inappropriate in text messaging.

- | | |
|--|--|
| <input type="checkbox"/> A Using complicated abbreviation | <input type="checkbox"/> B Spamming others |
| <input type="checkbox"/> C Sending sensitive text messages | <input type="checkbox"/> D Reply promptly |
| <input type="checkbox"/> E Keep texts short | |

19. There are more negative emojis than positive ones.

- | | |
|---------------------------------|----------------------------------|
| <input type="checkbox"/> A True | <input type="checkbox"/> B False |
|---------------------------------|----------------------------------|

20. The following digital communication platforms are common in the workplace except

- | | |
|--|--|
| <input type="checkbox"/> A text messaging system | <input type="checkbox"/> B webchat application |
| <input type="checkbox"/> C social media platform | <input type="checkbox"/> D email |



References

- A research Guide for Students. (n. d.). *Sample Memo - How to Write it Properly*. <https://www.aresearchguide.com/sample-memo.html>
- An Unofficial Guide to Emojis at Work*. (6 August 2019). [Workspace Digital: maximize Your Digital Space]. Retrieved 21 May 2022, from <https://www.youtube.com/watch?v=luCkECCEcDA>
- Anacleto, S. Drag. *62 Business Email Phrases to Start Using Right Now*. Retrieved 22 May 2022, from <https://www.dragapp.com/blog/email-phrases/>.
- Bolles, R. N. (2019). *What colour is your parachute? 2020: A practical manual for Job-Hunters and Career-Changers* (Revised ed.). New York: Ten Speed Press.
- Campbell, D. (20 March 2021). *10 Automated Email Responses: Ultimate Guide with Examples*. Rightinbox. <https://www.rightinbox.com/blog/automated-email-responses-examples>
- Clarification Emails: Structure and Phrases*. Retrieved 28 May 2022, from Target Training. <https://www.targettraining.eu/clarification-emails-structure-phrases/>
- English for Emails: Cc and Bcc explained*. (16 August 2018). [British Council: Learn English]. Retrieved 28 May 2022, from <https://www.youtube.com/watch?v=ZnSfEKlfo34&list=PLm7J5yZ2yc3ISzuNTBA4Vssy6a2CaOjS3&index=4>
- English for Emails: Email addresses*. (3 August 2018). [British Council: Learn English]. Retrieved 28 May 2022, from <https://www.youtube.com/watch?v=OyiYMPlyAEE&list=PLm7J5yZ2yc3ISzuNTBA4Vssy6a2CaOjS3&index=2>
- English for Emails: Formal and informal language*. (10 August 2018). [British Council: Learn English]. Retrieved 28 May 2022, from <https://www.youtube.com/watch?v=3-QoPcJHQws&list=PLm7J5yZ2yc3ISzuNTBA4Vssy6a2CaOjS3&index=6>
- English for Emails: Organising your writing*. (3 September 2018). [British Council: Learn English]. Retrieved 28 May 2022, from <https://www.youtube.com/watch?v=nPc9LI2Yq9A&list=PLm7J5yZ2yc3ISzuNTBA4Vssy6a2CaOjS3&index=5>
- English for Emails: Subjects and attachments*. (10 August 2018). [British Council: Learn English]. Retrieved 28 May 2022, from <https://www.youtube.com/watch?v=UV2VRpD3MVQ&list=PLm7J5yZ2yc3ISzuNTBA4Vssy6a2CaOjS3&index=3>
- Frost, A. (n. d.). *17 Less Pushy Alternatives to "As Soon As Possible"*. Retrieved 22 May 2022, Hubspot, from <https://blog.hubspot.com/sales/alternatives-asap>
- Hawrylack, S. (2021, March 30). *6 punctuation rules you must follow in emails to be taken seriously*. Ladders: Stock & Club. <https://www.theladders.com/career-advice/6-punctuation-rules-you-must-follow-in-emails-to-be-taken-seriously>
- Help Desk. (n.d.). *How to Structure a Business Email*. Retrieved 28 May 2022, from <https://www.helpdesk.com/learn/business-email-writing/email-structure/>
- Hertzberg, K. (9 June 2020). *5 Better Alternatives to "I Hope This Email Finds You Well"*. Grammarly blog. <https://www.grammarly.com/blog/i-hope-youre-doing-well/#:~:text=I%20hope%20you're%20doing,I%20hope%20all%20is%20well>

- How to write effective business and work emails in English.* (25 June 2022). The London School of English. <https://www.londonschool.com/blog/how-write-effective-business-and-work-emails-english/>
- Jones, L. (18 Jan 2022). *How to write emails in English with examples.* <https://www.flowrite.com/blog/email-english>
- Kotyan, H. (n.d.). *The “One Way” to instantly build rapport over emails: By using the “I” approach.* Retrieved 21 May 2022, Thrive, from <https://thriveglobal.com/stories/the-one-way-to-instantly-build-rapport-over-emails/>
- Kroos, T. (2016). *Business English: 10 Most Popular Workplace Abbreviations & 80 Business Acronyms.* Retrieved from: <https://www.fluentland.com/business-english-workplace-abbreviations/>
- Lamar, G. (7 July 2021). *How to End an Email: 15 Examples of Professional Closings.* Yesware. <https://www.yesware.com/blog/how-to-end-an-email/>
- Locicero, J. (2007). *Business Communication: Deliver Your Message with Clarity and Efficiency.* United States: Adams Media.
- Maher, K. (n.d.). *How to Send an Email Asking for an Internship (With Examples!).* The Muse. <https://www.themuse.com/advice/ask-for-an-internship-email-examples>
- Maher, K. (n.d.). *The Right Way to Ask for an Internship in an Email (With Examples!).* The Muse. <https://www.themuse.com/advice/ask-for-an-internship-email-examples>
- Mailmodo. (5 January 2022). *30 Most Commonly Used Email Abbreviations and Acronyms in 2022.* Retrieved from <https://www.mailmodo.com/guides/email-abbreviations/>
- Mazlin Mohamed Mokhtar, Aishah Muslim, Prapagaran Bala Krisnan. (2020). *Communicative English 3* (2nd Ed.). Malaysia: Oxford Fajar.
- Oyedotun, A. (17 March 2022). *How to Answer Emails Professionally (With Examples).* <https://www.business2community.com/strategy/how-to-answer-emails-professionally-with-examples-0197518>
- Oyedotun, A. (31 July 2019). *Reply Email Samples for Different Situations (Several Examples).* <https://www.woculus.com/reply-email-samples-for-different-situations-several-examples/>
- Penn, J. *The Punctuation Guide.* Retrieved 28 May 2022, from <https://www.thepunctuationguide.com/>
- Pham, C. (19 February 2019). *How to Write an Email Response Professionally in Every Situation?* Enjoy. <https://ejoy-english.com/blog/how-to-write-an-email-response-professionally-in-every-situation/>
- Purdue Writing Lab. (n. d.). *“Parts of a Memo.”* Purdue Online Writing Lab. <https://tinyurl.com/y8oe8uep>
- Richards, D. (1994). *Business Email: Language, Structure and Style.* Workplace English. Training. http://www.languagekey.com/business_email.pdf
- Sample Email format for Asking Advice or Suggestions - Assignment Point.* (n.d.). Assignment Point. Retrieved 22 May 2022, from <https://assignmentpoint.com/sample-email-format-for-asking-advice-or-suggestions/>



Talbot, F. (2019). *How to write effective business English: Excel at e-mail, social media and all your professional communications (better business English)* (2nd ed.). New York: Kogan Page Limited.

Using Emoji at Work: The Do's and Don'ts. (15 July 2016). [Wall Street Journal]. Retrieved 21 May 2022. From <https://www.youtube.com/watch?v=luCkECCEcDA>

Whitmore, J. (25 March 2016). *The Do's and Don'ts of Email Etiquette*. Entrepreneur. <https://www.entrepreneur.com/article/272780#:~:text=Do%20reply%20to%20all%20emails,to%20the%20wrong%20recipient%2C%20too>

Workplace.com. (n. d.). <https://kksbj929.workplace.com/groups/742980023502703>

Writing an email - 18 - English at Work has the words for perfect emails. (2 November 2016). [BBC Learning English]. Retrieved 21 May 2022, from <https://www.youtube.com/watch?v=aO3Det4ir8U>

OUR GREAT TEAM

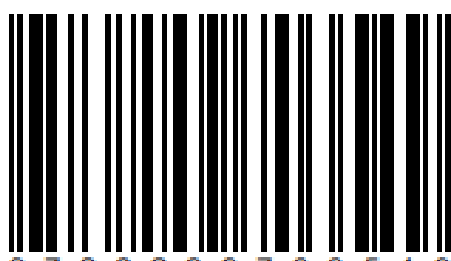
Kanthammal Paidathalee is a language lecturer at the Seberang Jaya Community College. She completed her postgraduate studies in TESL at the University of Putra Malaysia in 2012.

Rhashvinder Kaur Ambar Singh is a lecturer teaching all English language courses offered at the Pasir Salak Community College. She completed her Master in Education (TESL) at the Sultan Idris Education University in 2020.

Prapagaran Bala Krisnan is a lecturer with TESL background at the Selayang Community College. He has co-authored multiple language modules and Communicative English books for TVET learners.

Yokeswari Komara Singam is a language lecturer at the General Studies Department of Mersing- Johore Polytechnic. She completed her undergraduate studies in TESL at the *Universiti Industri Selangor* (Unisel) in 2010.

e ISBN 978-629-97035-4-9



9 78 6299 7035 49

Workplace Digital
Communication