

Inhalt

PAGE	UNIT TITLE	TOPICS
5	1 An introduction to emails	The email screen Email structure Subject lines
11	2 Formal & informal emails	Register Formal/informal phrases Abbreviations Correct spelling
18	3 Enquiries	Writing and replying to enquiries The advantages and disadvantages of email Polite language
25	4 Requesting action	Writing to colleagues Talking about deadlines and taking action Common verb-noun phrases
32	5 Exchanging information	Informing and replying Colloquial language and contractions Quoting from previous emails Being diplomatic
39	6 Making and confirming arrangements	Typical phrases for making arrangements Prepositions of time Saying you're sorry

46 **Test yourself!**

You've got mail!

48 Partner A

50 Partner B

52 **Answer key**

59 **A-Z word list**

62 **Useful phrases and vocabulary**