

Introduction	4
How to write emails	6
The subject line	6
How to address recipients	7
Keeping your paragraphs short	8
Numbering your points	9
Using fixed phrases	9
Using emojis and emoticons	10
Including an English language level disclaimer	10
How to sign off	11
How to end the chain of correspondence	11
Writing very short emails	13
Common examples of formal emails	14
Writing an inquiry	14
Writing a complaint	15
Writing a follow up email	16
Fixed phrases for emails	17
Fixed phrases for formal emails	17
Fixed phrases for informal emails	20
Conclusion	22
Exercises	24
Answer key	28