

Contents

Učebník

PAGE	UNIT TITLE	TOPICS	INBOX & OUTBOX
5	1 An introduction to emails	The email screen Email structure Subject lines	 A questionnaire  Big brother is watching ... and checking your emails
11	2 Formal & informal emails	Register Formal/informal phrases Abbreviations Correct spelling	 Emoticons  How important is accuracy in emails?
18	3 Enquiries	Writing and replying to enquiries The advantages and disadvantages of email Polite language	 Email addresses & symbols  The danger of viruses
25	4 Requesting action	Writing to colleagues Talking about deadlines and taking action Common verb-noun phrases	 Acronyms and abbreviations  To cc or not to cc?
32	5 Exchanging information	Informing and replying Colloquial language and contractions Quoting from previous emails Being diplomatic	 An email quiz  Over-quoting
39	6 Making and confirming arrangements	Typical phrases for making arrangements Prepositions of time Saying you're sorry	 Domain names  Have you been spammed?

PAGE APPENDIX

46	Test yourself!
	You've got mail!
48	Partner A
50	Partner B
52	Answer key
58	A-Z word list
62	Useful phrases and vocabulary