Emails – especially those from native speakers of English – can contain a lot of acronyms and abbreviations. How many do you know? If you have trouble finding the answers, look at the clues below.

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**Clues**

1. You write this to someone who has helped you.
2. You write this to someone who is going to help you.
3. This is used in the subject line and in the body of an email and means ‘about’.
4. You see this on websites to give more information on the typical things people ask about.
5. You write this at the end of your email.
6. You write this when you want someone to do something for you.
7. This is the short form of a common close.
8. You write this to show no reply is necessary.
9. This is used in the subject line and in the body of an email and means ‘about’.
10. You write this to wish someone well.
11. Looking fwd to seeing u next wk.
12. Tia for yr help.
13. Will be in touch tomorrow with updated figures.
14. Pls call me re our meeting on Thurs am.
15. Just a quick email to give you new dates.
16. Got any exciting plans for the w/e?
17. No info on pay rises at the mo. Hope to hear sth soon though.
1 Read the two emails below and answer the questions.

1 What tasks would Simon like Pascal, Barbara and Thilo to do?
2 Which tasks have been completed and by whom? What problem has this person had?
3 What do you think the working relationship is between the four colleagues?

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**Email 1**

*From:* Simon <swo@tdo.com>
*To:* Pascal <pbe@tdo.com>, Barbara <baz@tdo.com>, Thilo <thr@tdo.com>

**Subject:** quarterly sales reports

Hi all

I’d like you to send me the figures from the last quarter by tomorrow morning first thing. Pls let me know if you have a problem with this deadline.

Pascal: Have you coordinated your team & their results yet? Can you send the report to me by Thurs 4th?

Babs: Have you finished your sales report yet? By Tues 2nd June pls.

Thilo: Have you contacted Hungary about the new account details? Gerry needs this info asap.

Please reply asap.

Best wishes

Simon

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**Email 2**

*From:* Pascal <pbe@tdo.com>
*To:* Simon <swo@tdo.com>

**Subject:** re quarterly sales report

**Melléklet:** sales_div2_1quart.xls

Hi Simon

I’m sending you all the info you need for last quarter in the attachment.

I’ve already contacted my team and they have just finished their sales figures. Unfortunately we haven’t completed the report yet as we’ve been very busy with trade fair prep.

The deadline should be no problem though: you’ll have it on your desk by 4 May.

Rgds

Pascal

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**Vocabulary**

- account: ügynök
- deadline: határidő
- figures: adatok
- first thing: korán reggel
- quarterly: negyedévi
- report: beszámoló
Talking about deadlines and taking action

The present perfect is used to talk about deadlines and whether or not they have been met. It is also used to describe the status of tasks in progress.

*Have you coordinated* your team & their results yet?  
*I’ve already contacted* my team and they *have just finished* their sales figures.

Adverbs like *yet, already* or *just* are often used with the present perfect in this type of sentence.

*Have you sent in your registration for the conference yet (= már)?*  
*Sorry, I haven’t written the report yet (= még nem).*  
*I’ve already (= már) sent the registration form.*  
*We’ve just (= épp most) received the order.*

In the USA the simple past is used instead of the present perfect with the signal words above. There is no difference in meaning.

*Did you send in your registration yet?*

The will future is used in replies to emails requesting action to say what the writer will do and when. Note that the contracted form (’*ll instead of will*) is usually used.

*You’ll have it on your desk by 4 May.*  
*Sorry, but I haven’t sent it yet. I’ll do it straight away.*

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2. A virus has infected Simon’s computer and scrambled Barbara’s and Thilo’s replies to Simon’s email. Unscramble the sentences and put them in the correct order. *(Tip: the words in bold stay where they are.)*

Barbara’s reply

a. Things so here been busy have that hasn’t on it there work been time to.
b. Last desk a.m. figures will tomorrow your on quarters’ be.
c. Tuesday though be problem should no.
d. Sorry, Simon, report yet finished I the haven’t but.

Thilo’s reply

e. I’ve also that the figures wanted you attached.
f. I’ve the post copy put a already in but an too sending as attachment am it.
g. Simon, Anna just the at account details has the sent Hungarian office.
3 Use the words in brackets to complete the gaps in these emails.

Hello Jane

First of all, there ___________1 (be) a meeting next Thursday from 2 to 5 pm to discuss trade fair planning. Please let me know whether you can attend.

____________________________ the brochures for models 564Z and 566T ____________2 (you/order/yet)? Remember, we need 5000 copies of each for the trade fair.

____________________________ Margot about the schedule ____________3 (you/contact/yet)? I need the finalized version for the meeting on Thursday.

Finally, _____________________________ the presentation material ____________4 (you/send/yet)? I can’t seem to find it anywhere.

Ramon

Hi Ramon

Yes, I can attend the meeting next Thursday.

I ________________________________5 (just/order) the brochures for both models. They ____________6 (be delivered) on 7 September. BTW, I _______________________________7 (just/have a look) at a pdf of the new brochure. It looks good. _______________________________8 (you/see) it? If not, I ____________________9 (forward) it to you.

Re the schedule: I ____________________10 (leave) a message on Margot’s voicemail but she ____ ________________________________11 (call back/yet). I ____________________12 (try) again later and _______________________________13 (ask) her to contact you directly.

I ____________________________14 (email) the presentation material straight away. Sorry for the delay.

ATB

Jane

4 Use words from the two lists to make as many verb-noun phrases as you can.

Example: to arrange an appointment or a meeting

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<tr>
<th>arrange</th>
<th>attach</th>
<th>clarify</th>
<th>demand</th>
<th>finalize</th>
<th>inform</th>
<th>meet</th>
<th>notify</th>
<th>schedule</th>
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<th>update</th>
<th>write</th>
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| an appointment | @ | colleagues | @ |
| a database | @ | a deadline | @ | details | @ |
| a document | @ | a meeting | @ |
| the minutes | @ | payment | @ | a report |
Then complete the sentences with words from the boxes.

1. I’m ____________ you the report by post. Can you please read it and give me your feedback?
2. Please ____________ your colleagues that our monthly meeting has been changed to Wednesday.
3. I’ve ____________ an appointment with the new sales rep.
4. Clara, I’ve read your notes but can we meet to ____________ the details.
5. I’m afraid we won’t be able to meet the ____________ . We’re going to need a few more weeks.
6. Please email me your notes from the last meeting so that John can ____________ the minutes.
7. I also need your January figures so that we can ____________ the database.

5 Look at this informal reply to an email. What questions or requests did Annika write in the original email?

To: Annika Fornakova <ako@tagumwelt.hu>
From: Martin Ho <mho@tagumwelt.hu>
Subject: re Internet guidelines
Attachment: internetguidelines.doc; internetaccess.xcl

Hi Annika

How are you? Thanks for your mail.

Yes, you can have a copy of the new Internet guidelines. I haven’t sent them yet as they only arrived this morning! You’ll find a copy attached.

You also asked for my thoughts about the guidelines – no comment! :-/

I’ve also attached the stats showing Internet use in the company – just as you asked.

I haven’t heard from Sanji for ages either but I think she’s been on holiday. Perhaps Ian knows.

You asked if I have the dates of the next internal policies meeting – yes, but I’ll have to find them first! ;-) Will send them asap!

Look forward to your next mail.
Have a good weekend!

Martin

Now write the original request in full.
Your boss has given you this ‘to do’ list before leaving on a business trip. You’ve ticked (✔) the jobs which have been done and added some notes. Use the ‘to do’ list to answer your boss’s email.

- phone suppliers about our credit period ✔
  extension of 30 days
  not available on days we need!
- book room at Hilton for Japanese guests – want to hold reception,
  10 participants approx
  booked room at International
- get an offer for buffet lunch from Hilton ✔ EUR 50 a person
- check my parking permit has been renewed can leave till end of week
- organize times for in-company language training –
  NOT in core-time! ✔
- correct my overheads for Thursday presentation
- phone Jeff – cancel golf morning for Friday left message on mailbox,
  will try again
- ask Tessa to call me next Tues re: travel expenses ✔

The presentation went well, but we’ve come to a standstill on terms and conditions. This means I’ll have to stay another 2 days.
Could you please call Steve and ask him if he can do my presentation on Thursday for me?
Could you also update me by tomorrow evening on what you’ve done from that list? I’ll have a bit of time tomorrow to go through my emails and do some work on my laptop.
Hope you have a nice evening – don’t work too hard!
Roger
To cc or not to cc? Which opinion(s) do you agree with?

Carla: I get over 160 emails a day and most of them are totally useless. Just copies of emails to other colleagues, replies to those emails, comments on the replies, etc, etc. And most of the information has nothing to do with me. So, what's the point?

Samuel: I see your point but you shouldn't forget that a lot of decisions are made by email now. Things that used to be put in writing – and by that I mean official memos or formal letters sent by post – are now just being confirmed and recorded electronically. How many people do you know who actually print out their important emails so there's a hard copy? If I didn't get copies electronically, I wouldn't know what's happening.

Joan: I agree. I also get lots of emails where I've just been copied in. Maybe my colleagues are being nice to want to include me and not leave me out of the loop. But, let's face it, most of the time I don't really need the information. And especially in a long email exchange between two colleagues, wouldn't it be more effective for them to just send me (and the ten other people on the cc list) the results once they've finished their discussion?

Larry: My boss insists on getting blind copies of everything. And I'm supposed to cc everyone in my team. I guess she wants to make sure that we all have the same knowledge and that nobody is left out. But it means I spend a lot of time reading through emails.

Tad: Hey, I don't know what you're all complaining about! I wish someone would cc me now and then! Nobody ever sends me copies of anything, even when the emails are about something I should know for my work. I wish this function were used more in our company.

Over to you

How often do you use the cc function and who do you send copies to?
Do you ever use the blind copy (bcc) function?
Does your company – or team – have a policy on who is copied in?