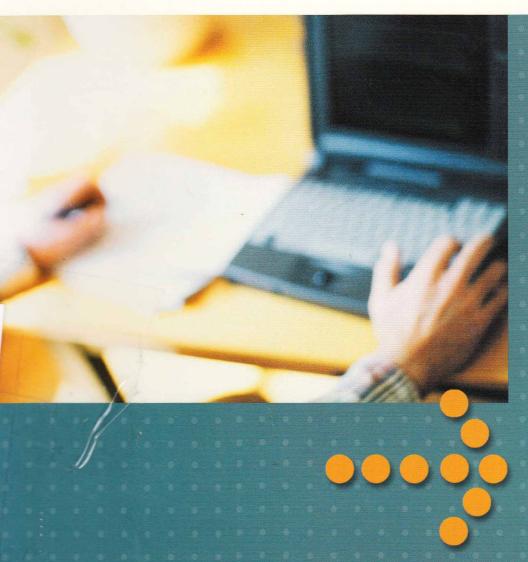
Paul Emmerson

email English



Includes

phrase bank

of useful

expressions



Contents

To the student		4
To the teacher		6
Introduction	1 Formal or informal?2 Missing words and abbreviations3 Key phrases	8 10 12
Basics	4 Opening and closing 5 Giving news 6 Information, action, help 7 Internal messages 8 Attachments 9 Arranging a meeting 10 Invitations and directions 11 Negotiating a project 12 Checking understanding	14 16 18 20 22 24 26 28 30
Language focus	13 Verb forms14 Comparisons15 Sentence structure16 Common mistakes17 Punctuation and spelling	32 34 36 38 40
Commercial	 18 A customer-supplier sequence 19 Inquiries and orders 20 Discussing and agreeing terms 21 Asking for payment 22 Describing business trends 23 Cause, effect, contrast 	42 44 46 48 50 52
Problems	24 Complaints25 Apologies	54 56
Reports	26 Report structure and key phrases27 Linking words and relative clauses	58 60
Direct/Indirect	28 Being direct and brief29 Being indirect and polite	62 64
Personal	30 Being friendly31 Advice and suggestions32 Job application	66 68 70
Phrase bank	•	73 85