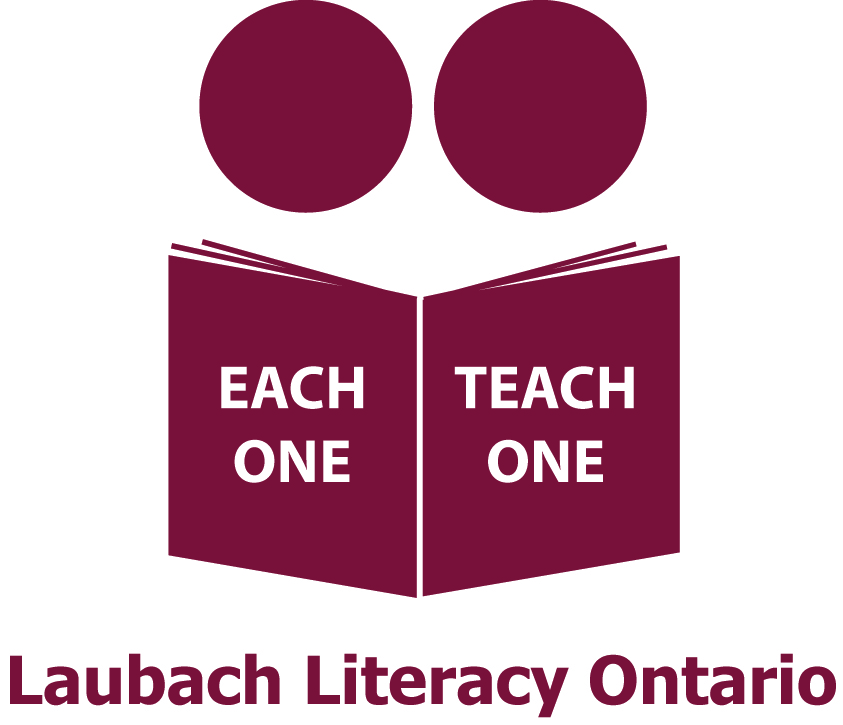
Email in the Workplace

Workbook

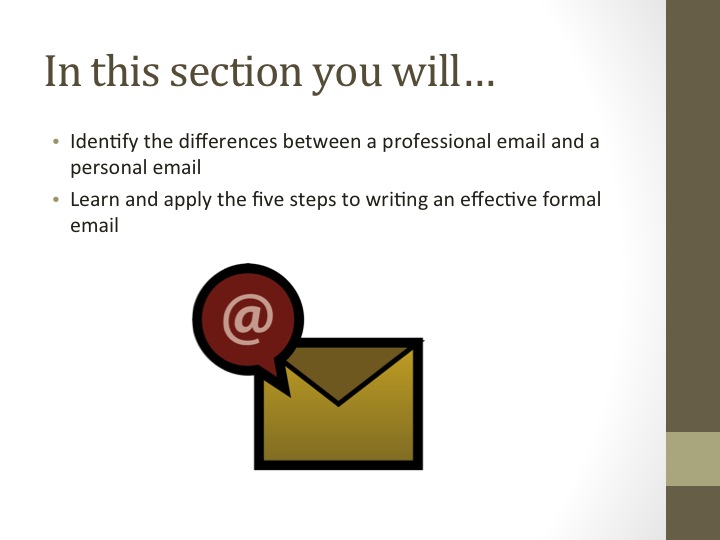


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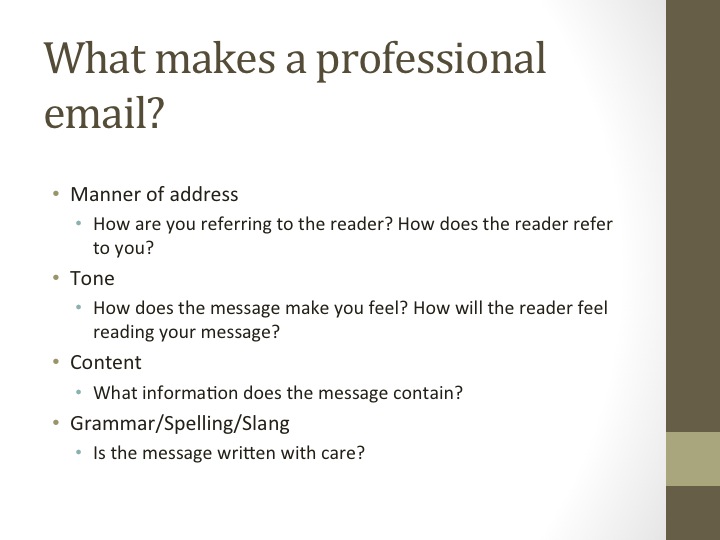
This Employment Ontario project is funded in part by the Government of Canada and the Government of Ontario and through the Canada Ontario Job Fund Agreement.



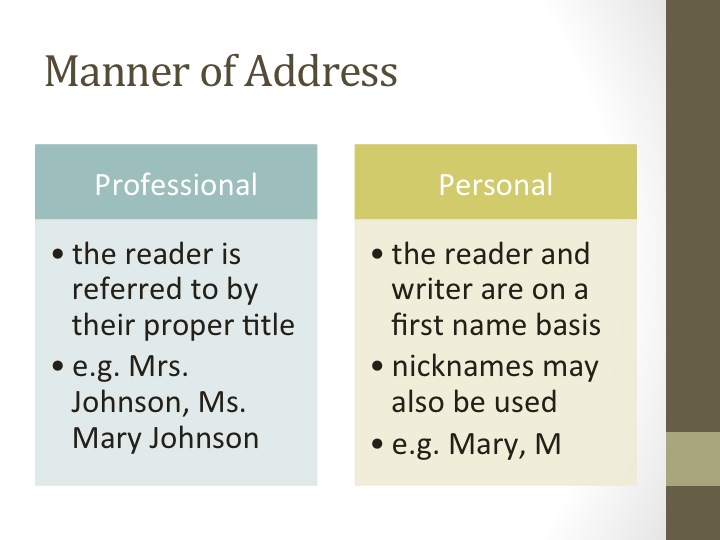
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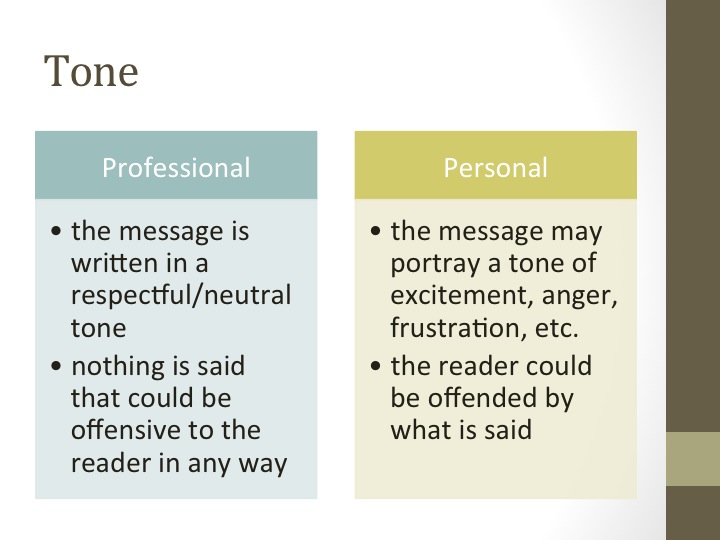
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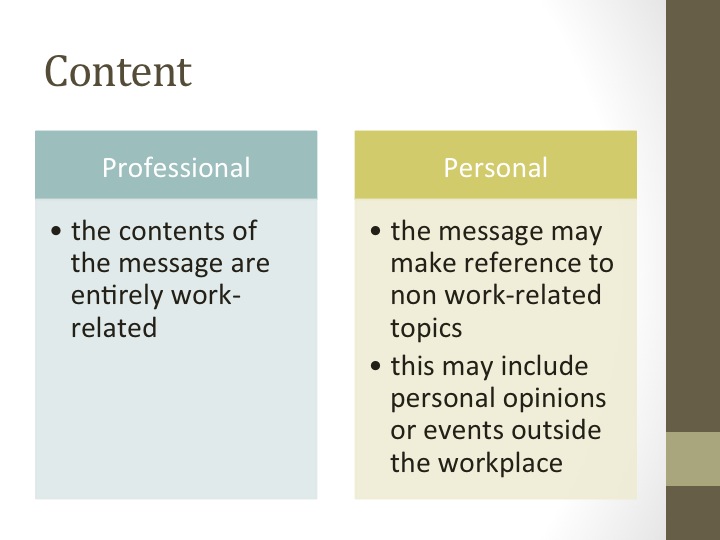
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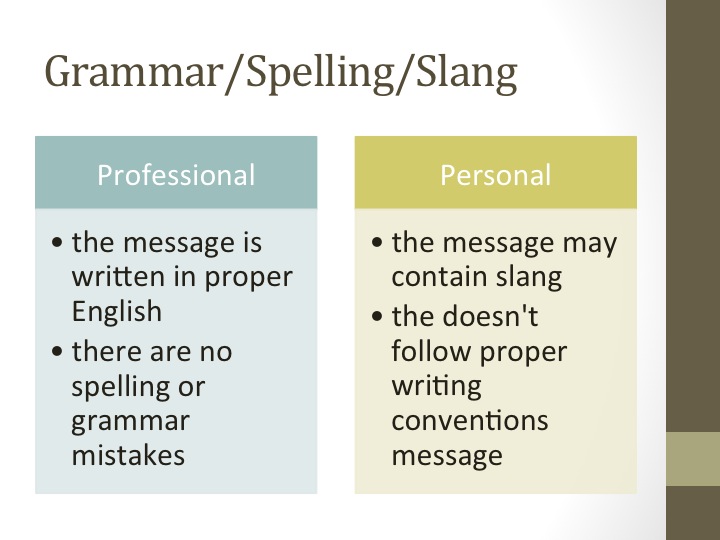
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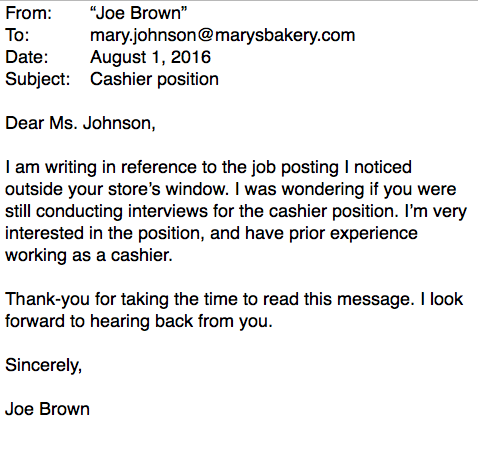
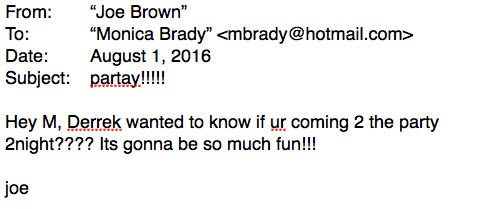


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Activity 1

**Instructions**:

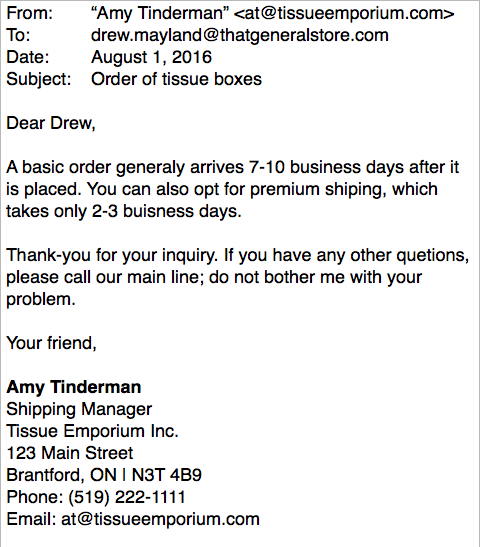
Identify the differences between these two emails in the table below. Identify whether each email is a *personal* email (meant to be read by a close friend) or a *professional* email (meant to be read by a colleague or a business representative).



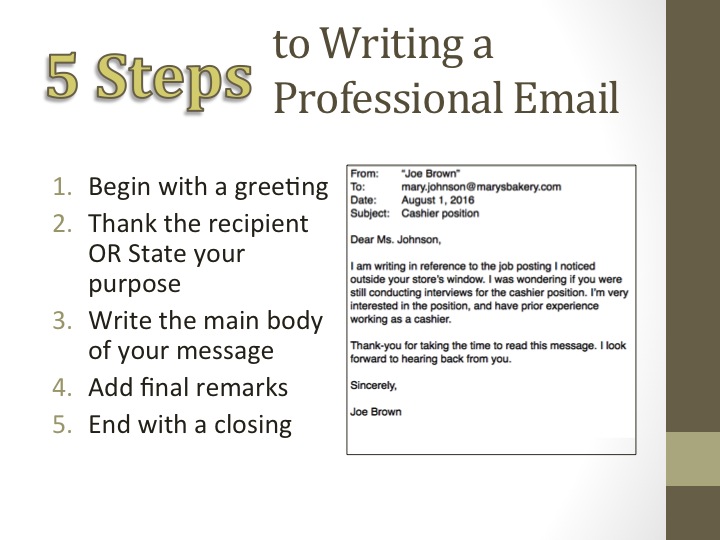
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|  | Email #1 | Email #2 |
| grammar |  |  |
| spelling |  |  |
| slang |  |  |
| manner of address |  |  |
| content |  |  |
| tone |  |  |
| **type of email** |  |  |

Activity 2

**Instructions:**

Proofread the email below. Underline spelling and grammar mistakes, circle any slang words, and make suggestions on how the email could be better written.

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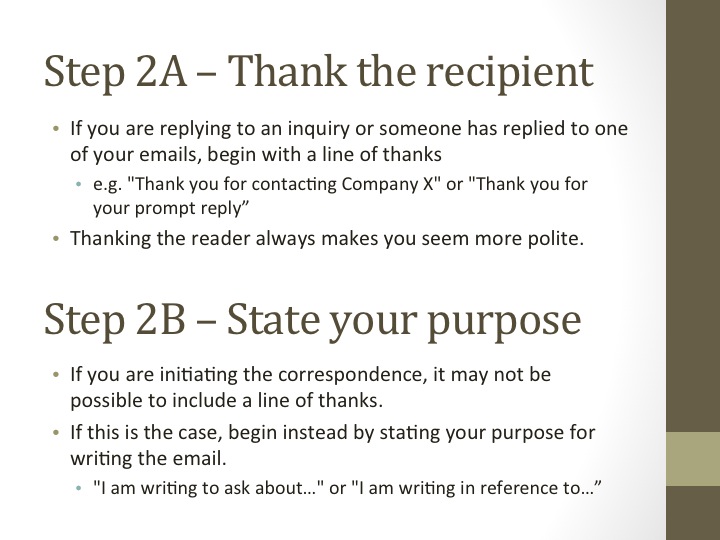


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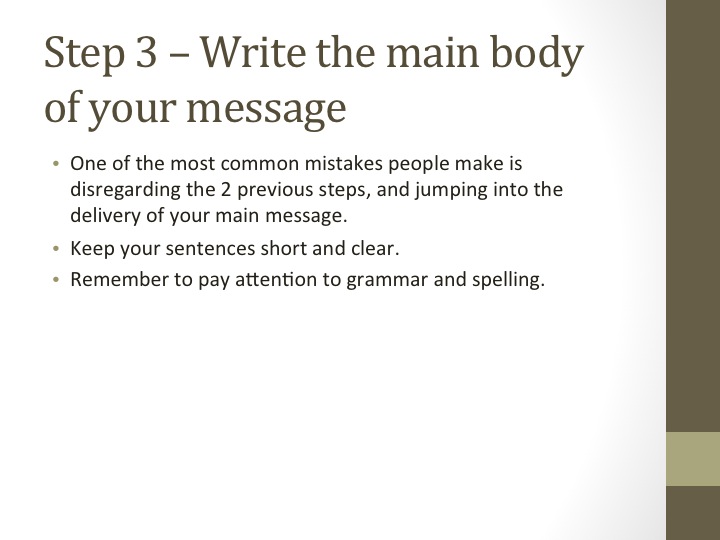


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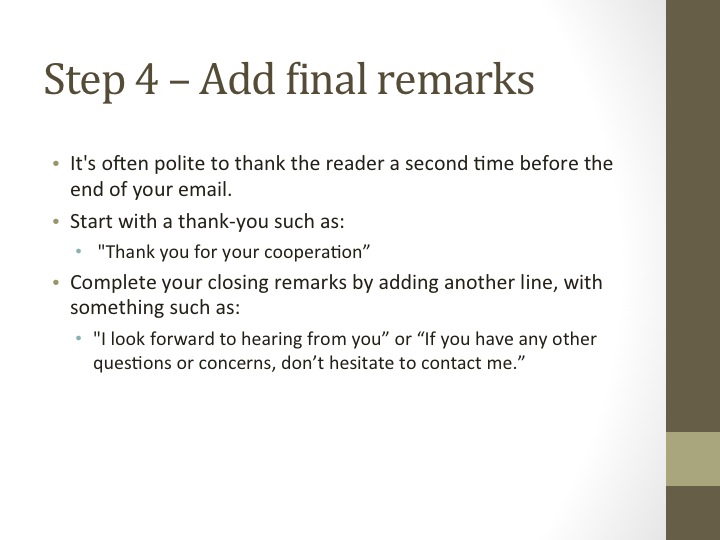
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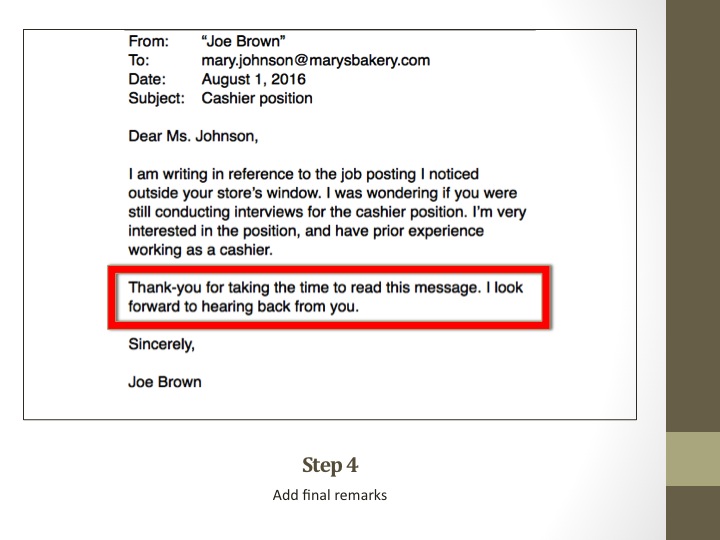
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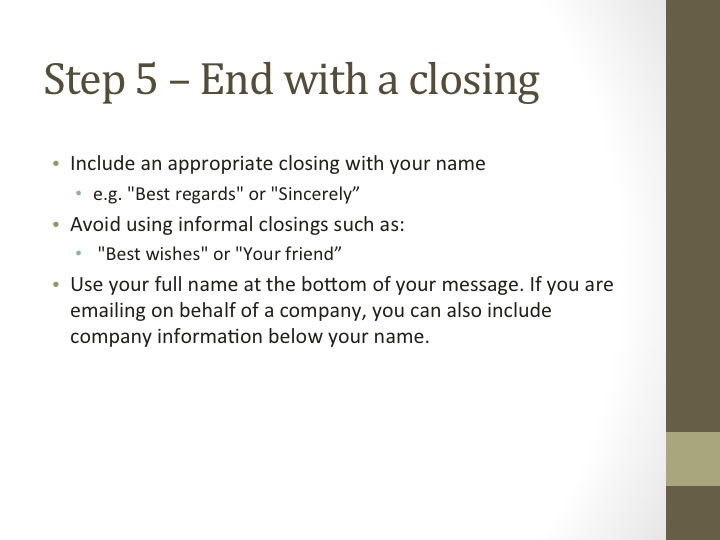
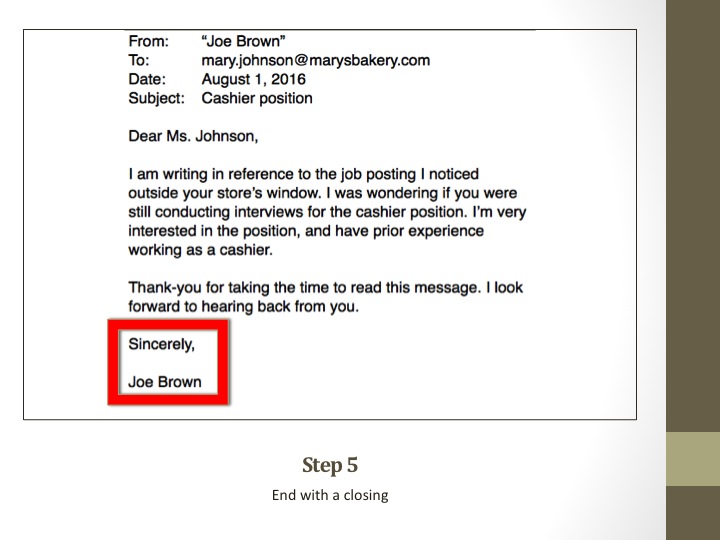


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Activity 3

**Instructions**:

 Order the following blocks of text from 1-5 to create a comprehensive email.

I would like to order 10 boxes of 24 lollipops. If you could send me a quote, including the costs of shipping and handling, that would be greatly appreciated.

 Thank-you for your time. I look forward to conducting business with you.

I am writing to ask about purchasing lollipops in bulk for resale at my candy store.

Best Regards,

**Ellen Downdy**

Owner/Co-Founder

Sweet Treats

Dear Mr. Wonka,

Activity 4

**Instructions**:

Using the blank space below, write an email based on the following scenario:

* Recipient’s name: **Mr. Matt Chordashian**
* You are replying to Matt’s email. He asked you if your store, **Party Essentials** sells blue balloons. You do sell blue balloons; they are $10 per bag of 20 balloons.

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Activity 5



Technology Application

**Instructions**:

1. Split into pairs.
2. In your pairs make up a scenario similar to the one in Activity 4.
3. Log into your email account.
4. Have Partner A write and send a professional email about the scenario to Partner B.
5. Have Partner B write a formal reply and send it to Partner A.
6. Reread both emails as a pair and reflect. What was done well? What could have been improved?