



Who's got emails? — Teacher's Notes

Level: A2-B2.

Focus: Email language, differences in formality, intercultural communication.

Materials: Worksheets

Estimated time: Approximately 45 minutes.

Suggested procedure

1. (Class) Explain the aims of the lesson: to learn/review email expressions and style, to recognise the differences in formality across cultures and to have a bit of fun.
2. (Class) Brainstorm the language your Ss normally use and see in emails. Ask them how they begin an email (e.g. Dear...) and write their suggestions at the top of the board. Then ask them how they can end an email (e.g. kind regards) and write these suggestions at the bottom of the board. Finally tell Ss to suggest more typical expressions they know and often see in the body of their emails. Write these suggestions in the middle of the board.
3. (Class) Tell the class that you will show them examples of different emails. Explain that these emails are not your own but that you found them when you hacked into the email account of a famous person. You want the class to tell you who this person is (the emails were sent to Santa).
4. (Class) Tell the Ss to read the instruction in question one then look at the emails
5. (Pairs) When your students tell you who the emails were for, ask them to discuss who they think wrote the emails and the age of the writer. Tell them to think about the differences in the language used.
6. (Class) Elicit feedback and ask Ss to tell you about similar emails they themselves have received.
7. (Individual) Tell your Ss to look at question two. Ask them to individually decide if they think anything is needed in the spaces. Using the language on the board as a reference, they should complete the spaces where they think something is missing.
8. (Class) Tell Ss to share what they wrote and why they felt this was necessary. If the class is of mixed origin there should be plenty of variation here.
9. (Class) Tell the class that this time, they will hear a message to Santa. As they listen they should again think about the age of the addresser and the formality of the language used. Play the song 'Santa Baby' (originally performed by Eartha Kitt).
10. (Pairs) Give Ss a copy of the lyrics* and tell them to rewrite or make amendments to the lyrics so that they are in the appropriate style of a business email. Finally ask them to share what they wrote with the class

Ideas for further study

- Ask your Ss to comment and make notes on what they believe to be the email style in the following cultures/groups: US; Asia; German and Swiss; Canada and of people in the Gen X and baby boomers. Compare ideas and then watch the video at Videojug.com**

* Lyrics to the song are available at <http://www.lyrics.com/santa-baby-lyrics-eartha-kitt.html>

**<http://www.videojug.com/interview/cultural-differences-in-business-e-mail-2>