

EMAIL 1

You are the HR manager of a sports hospitality company. You have just appointed a new Marketing Manager, Luis Morales. Write an email to the marketing team introducing Luis and saying when he is due to start work with the company.

Your email should include the following information:

- Why he is the right person for the job
- His skills and experience
- An invitation to a meeting with him on his first day

EMAIL 2

You are a sales representative for your company which produces and sells televisions. Mike Mason wants to buy 10 TVs for the purpose of watching movies and playing games. Write an email to him, introducing one of your new TV series.

Your suggestion must come from the following 3 themes:

- Price
- Resolution
- Lightweight

EMAIL 3

You are a mayor in a crowded and busy town with a population of around 6 thousand people. You want to encourage people to travel by bicycles more frequently. Write a newsletter to all the residents in your town to encourage them to use bicycle based on the following reasons:

- + More environmentally-friendly
- + Saving costs
- + Less traffic congestion

EMAIL 4

You are a mayor in a crowded and busy town with the population of around 6 thousand people. Many town officials want to build a park in the center of the town. Write an newsletter to all the residents of the town to inform about the plan and request donation for the project. Your letter should include the following reasons:

- + A park can make the town more beautiful and clean
- + A place where people can do exercises or have fun
- + A park can provide playground for children and teenagers

EMAIL 5

Roger Owens, President of XYZ Corporation, will be visiting your city next week and would like to have a meal with you. You know a very good restaurant in the downtown area. Write an email to him to recommend this dining facility. Your suggestion must come from the following 3 themes:

- + Delicious food
- + nice view over the riverfront
- + modern and comfortable furniture

EMAIL 6

You have just bought a car from Smart Automotive Company. After 3 months, you have become dissatisfied with the vehicle. Write an email to Mr. Ahmed, the manager of Smart Automotive Company, to complain about the car. Your complaint must come from the following issues:

- + High gasoline consumption
- + Poor sound insulation
- + the air conditioning system is not working sometimes

EMAIL 7

You are working as a sales representative in a real estate agency. A client is looking for an apartment for rent while he is on his business trip. Write an email to him to inform him about a suitable unit that suits all of his needs. Your proposal should be based on the following reasons:

- + It has a large parking lot
- + It is located in the downtown near his company
- + It has all the necessary furniture

EMAIL 8

You are a project manager and you took the help of Billy, a staff in your department, to complete a task in time. Write a Thank You email to Billy appreciating his timely help in your critical time and made the project successful. Your complaint must come from the following themes:

- + His willingness to work overtime everyday
- + His creative solutions to many problems
- + He was careful in doing all the tasks

EMAIL 9

You are a project manager for a construction of a commercial center in downtown area. Write an

email to your client to inform them that the expected completion date would be delayed further for the following reasons:

- + The weather is not favorable
- + The delay in shipment of materials from suppliers
- + The delay in the process of getting building permit

EMAIL 10

You are an administrator for an education company. You hire external trainers to teach popular foreign language courses which are always fully booked. However, a problem has occurred with some of the courses scheduled to run next month. Write an email to your manager, Oleg.

Your email should include the following three points:

- explain the problem(s)
- outline possible options
- ask for advice by a fixed date

EMAIL 11

As your hospital is growing constantly and you need a bigger and better venue. The hospital is relocating to a new address. Write an email to your clients informing about the change in address.

Your letter must come from the following themes:

- + The new location is close to the bus stop
- + The new location is bigger
- + The new location has modern equipment

EMAIL 12

Your company is planning to acquire a competitor. You have read a lot of articles about that business. Write a letter to your manager to advise him against purchasing it. Your email should be based on the following reasons:

- + Their profit is going down
- + They have a huge debt
- + They receive a lot of complaints from clients

EMAIL 13

The employees in your factory work continuously but they can only have a 45-minute break at midday. As a supervisor, you should write an email

to your director to propose a longer break for all factory employees. Your email should be based on the following reasons:

- + Allow more time to eat and sleep
- + Higher productivity
- + Better focus

EMAIL 14

Please read the information.

You work in an auto parts factory. After several production delays, your manager wants to increase production in the factory. Write an email to your manager, Ms. Sanchez, explaining why the production pace is slow. Your explanation should stem from the following three topics:

- . age of the device
- . communication between employees
- . holiday schedule.

EMAIL 15

You should cover all three topics. Provide supporting ideas for each of your explanations. The company you work for recently hired several new employees Your sales team has been asked

for ideas about the training they should receive
Write an email to your manager, Mr Jenkins,
suggesting three areas new-employee training
should focus on

Your suggestions must come from the following
three themes:

- company history
- product knowledge
- communicating with customers

You should include all three themes Provide
supporting Ideas for each of your suggestions

EMAIL 16

Your coworker, Thomas, has become very busy at
work. He sends you an email asking for advice on
how to manage time more efficiently. Write him an
email suggesting three things he could do to
manage his time better.

Your suggestions must come from the following
three themes:

to-do list

tasks ordered Dy Importance

daily progress review

You Should include all three themes. Provide supporting Ideas for each of your suggestions

EMAIL 17

You work in an office where employees share computers. You think all the employees should have their own computer. Write an email to your team leader, Mr. Campbell, giving three reasons the office should provide a laptop computer to each employee.

Your reasons must come from the following three themes:

dealing with customers

working from home

Staying connected during travel

EMAIL 17

You work in customer service at a gym. Next month, the membership fee will be increased by 10%. The manager of the gym asks you to write an email to all the members to inform them about the rise in fee. Write an email to all the members of the club, giving three reasons for the increase:

- The change in the gym working hours to 24/7
- New equipment
- Free beverage for gym members

EMAIL 18

You are a manager of a restaurant downtown and guests really like your food and service. You want to increase the prices for some items in your menu. Write a letter to all our your loyal patrons to inform about the rise in prices, giving three reasons for the increase:

- The rise in the costs of some ingredients
- Owner of the property decides to increase the rent
- New furniture added to the place

EMAIL 19

The company you work for has a program to reward outstanding workers. Your coworker, Anna, has recently finished an important project. Write an email to your manager, Mr Henderson, explaining why Anna deserves to be recognized as an excellent employee

Your explanation must come from the following three themes:

- work habits
- new ideas
- customer satisfaction

EMAIL 20

Write an email to your manager Mr.Uday, suggesting that this year's 'employee of the year award' should be given to your colleague Mr.Anand for his outstanding work in the annual ceremony.

This must include his

- Productivity
- Punctuality
- Discipline

EMAIL 21

The XYZ Company is advertising a job opening of Chief Accountant in Accounting department. They want a candidate that can start working immediately. Write an email to Mr. Robert to apply for the position, giving 3 reasons why they should hire you:

+ Years of experience

- + Good education background
- + Good personalities (careful, reliable, organized,..)

EMAIL 22

You have recently heard some complaints from your staff members about Mr. John's working attitude. You realize his behaviors are causing the performance of the whole department to decline. Write an email to him to send a warning about his behavior.. Your mail should be based on the following complaints:

- + He often talks on his phone out loud during the work
- + He is often late on his deadlines
- + He is sometimes not polite to other teammates

EMAIL 23

You are a sales representative of an Internet provider in the area. Mr. Jack emailed to ask about the service rates in your company. He said he is using a different internet provider but he is not satisfied with it. Write a letter to him to persuade him to choose your service. The email must be based on the following themes:

- + Your service has the best rates in the area
- + Your connectivity is faster
- + 24/7 assistance from technicians

EMAIL 24

You have a long-time supplier of vegetables for your restaurant. However, you have been upset with them and decide to switch to a new supplier. Write an email to Ms. Judy to inform her about this decision. The email must be based on the following themes:

- + The price is now higher
- + Frequent late deliveries
- + Quality has become worse and worse

EMAIL 24

You have been a long-time member of the Olympic Gym club but now you have grown dissatisfied with the service here and want to sign up for a membership somewhere else. Write an email to Mr. Jim to express your disapproval of some aspects. The email must be based on the following themes:

- + Equipment is in poor quality

- + Operating hours is limited to only 6 PM
- + High membership fee

EMAIL 25

You have been a hard working employee in D-com company for 3 years. You have made a decision to find a better job. Write an email to Mr. Han, your supervisor to express your intention to quit the job. The email must be based on the following themes:

- + Low salary
- + Heavy workload
- + Much overtime work without pay

EMAIL 25

You are a sales manager in a company specializing in manufacturing and selling smartphones. The sales was low this quarter and the director asked you to explain. Write an email to explain for the low sales figure. The email must be based on the following themes:

- + Marketing budget was cut
- + Stronger competition from china brands
- + Fewer promotion campaigns