

YOUR EMAILS – HOW GOOD ARE THEY? HOW SATISFIED ARE YOU?

Ready to take stock of your emails?

Key: 😊😊 = Yes, absolutely 😊 = Yes 😐 = Not really 😞😞 = Not at all

Section 1: Examining emails you've written

In this part you need to look at emails you've written over the past month or so. Choose 3 - 5 which:

- are a little longer (not just four or five sentences).
- were sent to people you're in closer contact with – colleagues, customers, suppliers ...
- were sent out to various recipients – if possible.

In this assessment we're only interested in the opening and closing sections of your emails, so you can ignore the rest. Work through the questions in this section looking carefully at the mails in front of you.

	😊😊	😊	😐	😞😞
I use a variety of salutations (Dear, Hello, Hi, Good morning etc.)				
I usually write a friendly opening sentence.				
I use a range of different opening sentences (e.g. not always "How are you?" or "Hope you had a good weekend.")				
When I thank someone, I make the effort to add a few personal words.				
I use various phrases to offer my support (i.e. not only "Please don't hesitate to contact me ...").				
When I've dealt with the reason for the email, I close with a friendly sentence.				
I write a variety of closing sentences depending on the recipient and situation.				
I vary the complimentary close I use (e.g. not always "Best regards").				

Section 2: Taking stock of your know-how

Now a few questions to check how familiar you are with the conventions of email writing.

	😊😊	😊	😞	😞😞
I know whether to use the first name or surname.				
When writing to a woman, I know whether to write Mrs or Ms.				
I know when and how to use titles.				
I know how to begin emails to more than one person.				
I'm confident about the punctuation to use after <i>Dear</i> and <i>Best regards</i> .				

Section 3: Your overall impression

Answer the questions in this section spontaneously to get a general picture.

	😊😊	😊	😞	😞😞
I'm satisfied with the amount of time it takes me to write an email in English.				
I'm confident that I come across in a friendly way.				
In general, I'd say that I make the most of opportunities for a little small talk in a mail.				
When I read the emails I get, I recognise invitations to make a little small talk and take the writer up on this offer.				
I'm satisfied that the opening and closing sections of my mail are varied and appropriate for the situation / recipient.				
I'm usually confident that I've struck the right note with my mail.				
I think that my mails sound natural and can recognise my own voice in them.				