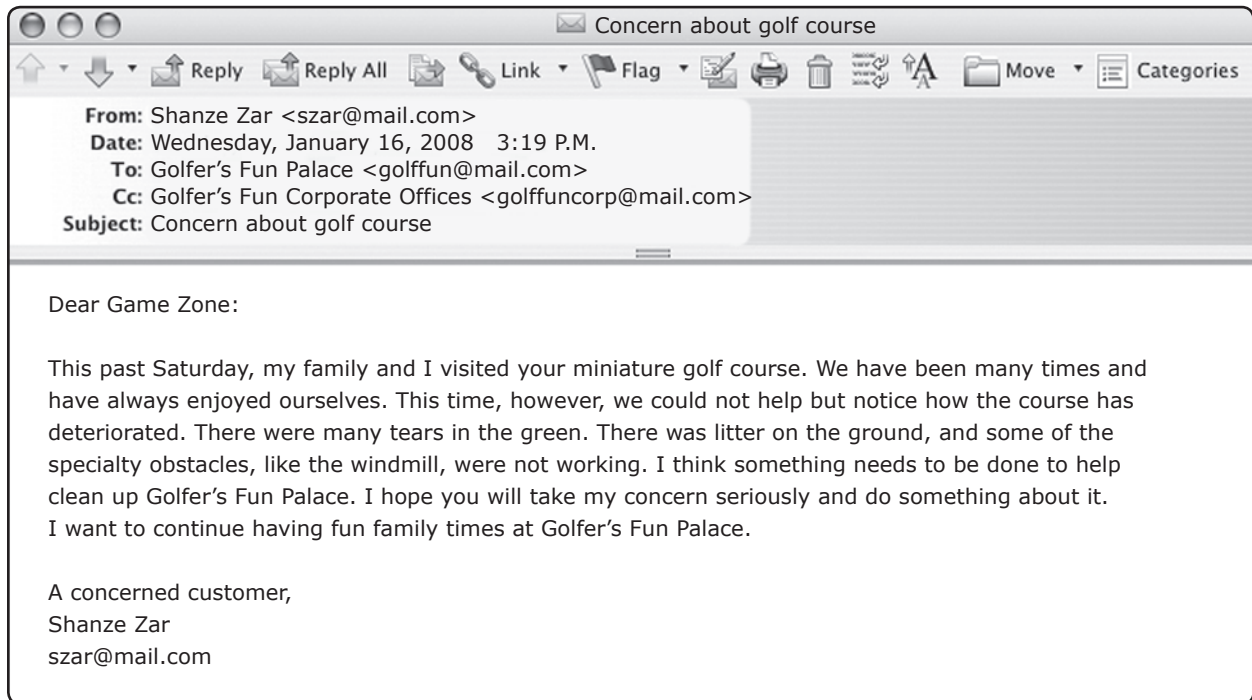




Writing an E-Mail to a Business 1

Many companies have web sites. On these web sites, there is usually a contact e-mail address you can use to write to the company if you have a comment, compliment, or concern. In order to receive a response, you will need to include your name and either your e-mail address or home address.

DIRECTIONS: Look at the sample e-mail message, and answer the following questions.



1. This message is about _____.
2. It was sent to _____ and _____.
3. The person who sent it was _____, and his or her e-mail address is _____.
4. When was the message sent? _____
5. In your own words, describe what Shanze is commenting on.



Writing an E-Mail to a Business 2

Imagine this happened to you: You attended a movie at a local theater. You really enjoyed yourself. The seat was comfortable, the ushers were helpful, the facility was clean, the food was delicious, and the sound system kept the excitement going through the whole movie.

DIRECTIONS: Now, you want the theater to know how much you enjoyed your experience. Write a letter to the theater expressing your satisfaction. Make up your name and e-mail address, the name of the theater, and an e-mail address it might have. Send your message to the attention of the theater management team.

The image shows a screenshot of an email client window. At the top, there is a toolbar with icons for Reply, Reply All, Link, Flag, Print, Delete, Undo, Redo, Move, and Categories. Below the toolbar is a header area with the following fields:

From: _____
Date: _____
To: _____
Cc: _____
Subject: _____

Below the header is a large text area for writing the email. It starts with "Dear _____:" followed by several horizontal lines for writing. At the bottom of the text area, it says "Sincerely," followed by two horizontal lines for a signature.

Name: _____ Date: _____



Writing an E-Mail to a Business 3

DIRECTIONS: Write the body of the e-mail message you would send if your experience at a movie theater was very poor. The sound was bad, there were projection problems, there was trash on the floor, the ushers were rude, and many of the food items were unavailable.

↑ ↓ Reply Reply All Link Flag Print Trash Undo Redo Move Categories

From: _____
Date: _____
To: _____
Cc: _____
Subject: _____

Dear _____:

Sincerely,
