

WEEK 2 - IB1 Class - Term 1

Business Abbreviations

1	FYI	
2	BTW	
3	ASAP	
4	JST	
5	FY	
6	TBD	
7	ETA	
8	THX	
9	RE	
10	N/A	

Three Steps to Remember for your Business Email

Step 1: INTRODUCTION

- A. Greeting + WHY am I writing?
- B. What is my PURPOSE for this email?

Step 2: BODY

- A. WHAT does my reader need to know?
New information? Details? Facts? Schedule?

Step 3: CONCLUSION

- A. What kind of ACTION do I want from my reader?
Ex. Reply? Information? Document?
- B. HOW should I END my email?

3 - Step Format for Business Email

Step 1 Introduction	
Step 2 Body	
Step 3 Conclusion	