

D First, read the information about abbreviated forms. Then write out the emails in full.

In some emails you can find very abbreviated forms. The writer wants to write very quickly and the meaning is clear from the context. There are three techniques:

- 1 using a letter to stand for a sound ('c' = see)
- 2 making a short form of a common word ('yr' = your)
- 3 writing the first letters of a well-known phrase ('asap' = as soon as possible).

Email 1

Subject: Yr order ref no KD654

In relation to yr order rec'd today, we cannot supply the qty's you need at this moment. Pls confirm asap if a part-delivery wd be acceptable, with the rest to follow L8R. Rgds, Stefan.

Subject: Your order reference number KD654

Email 2

Subject: Thx for yr msg

Re your msg left on my ans machine – yes, I'm free 4 lunch on Wed next wk. Btw, good news about yr interview. Hv 2 work now. CU, Jane.

Subject: _____

Email 3

Subject: Options for Tech Help

We have a Tech Assistance section on our website, with an extensive list of FAQs. Customers find this v convnt as it is avail 24/7. Otoh, if you need to spk to sb in person, you can call during wkng hours. Bw, Alan.

Subject: _____