

## **Abstrakt v anglickém jazyce**

The aim of this thesis is to analyze language problems in the uncorrected written speech of French native speakers. Examined snippets come from electronic communication between clients and the service provider. The thesis is divided into two parts. The first, theoretical part is focused on defining the term "error", classifying language problems by levels and pragmatic aspects of e-mail communication. The second part of the thesis is divided into two chapters. The first chapter is devoted to the analysis of language problems in the context of individual texts and the assessment of their importance for achieving the communication goal. This analysis is carried out on the basis of the criteria from the theoretical part. The second chapter will be devoted to a questionnaire on this issue between native speakers and their reactions. At the end of the paper, we summarize the results.

**KEY WORDS:** French, mistake, spelling, email communication, pragmatics