

E-mail! WRITING A FORMAL E-MAIL

In the information age, email has become the dominant form of communication. Being able to write a polished, professional email is now a critical skill both in college and the workplace. Below are some key distinctions between formal and informal writing, as well as some guidelines to follow when composing a formal email to a superior (professor, current or prospective employer, etc.) or someone who does not know you.



Informal vs. Formal

Informal :

- Written to friends and family
- Accuracy and grammar (spelling and punctuation) are not important
- You can make up your own rules

Example :

Hi Anne,
I miss you so much! Can't wait to see you on Friday!! We haven't hung out in so long! I miss my bestie! Maybe we can go to the movies or dinner or just chill and watch TV and catch up...idc, whichever you want. Love ya, Jules

Formal :

- Written to a professor, colleague, boss, etc.
- Must always be professional
- Accurate grammar, punctuation, and spelling necessary

Example :

Dear Professor Johnson,
I was unable to attend class today due to a doctor's appointment. When you have a moment, could you please let me know what I missed and what homework I need to have completed for Friday?
Thank you, Julia Smith

Email Format : Salutation :

The salutation of a formal email is similar to the salutation of a letter. When writing to someone you do not know by name, you put "To Whom it May Concern." When applying for a job, you would address the person by, "Dear Hiring Manager." If you do know the recipient's name, you put "Dear Mr./Ms. Smith." For a formal salutation, you should not use the recipient's first name or the informal greetings "Hello" or "Hey."

Body Paragraphs :

It is important to remember that an email needs to be concise. The first sentence, known as the opening sentence, can be a greeting if the situation allows it.

- I hope all is well with you.
- Thank you for your prompt response.

However, for most formal emails it is best to get straight to the point. Depending on the subject, you should have a maximum of four paragraphs and each paragraph should contain a single point. It is also important to provide questions in order to prompt a response. At the end of your last paragraph you should provide a "thank you" or "call to action" depending on the subject of your email.

- Thank you for your assistance with...
- Thank you for your time and I look forward to hearing back from you.
- Please feel free to call or email me if you have any questions.
- I would appreciate it if this could be taken care of promptly.

Closing :

Like the salutation, the closing of a formal email can be the same as the closing to a letter. However, unlike the salutation, there are more options for a closing.

- Thank you
- Best regards
- Sincerely Yours

The closing is then followed by your full name. It is also beneficial to add your job position (if applicable) and phone number under your name in the 4th paragraph.

Example :

Sincerely, Julia Smith
Student Body President
Menlo College (555) 555-5555

Tips :

- Do NOT use contractions. For **example** : don't, haven't, I'm, isn't.
- Do NOT write in all capital letters.
- Use formal vocabulary and sentence structure. Do NOT use slang.
- Proofread the email at least twice and get a second opinion if possible.

Exercises :

Formal vs. Informal State whether the sentence would be classified as either formal or informal. If informal, change it to formal.

Example :

Hi y'all!

Informal :

To Whom it May Concern:

- 1.) I am pleased to inform you that you have won our grand prize. _____
- 2.) I hope all is well with your new career choice. _____
- 3.) I shouldn't have gone and missed with it!! _____
- 4.) I can't help you with that cuz it's too hard. _____
- 5.) Hi, how are you? _____

Putting It All Together

Find and correct the errors in the following emails :

1

Hello Professor Smith,
I'm sorry to tell you but im sick and will not be able to come to class. See ya Wednesday.
Jason

2

Dear Sally Blue,
I read online that you're selling business cards. I was wondering how much if i only wanted 500? Is color and a logo extra? Can I see an example before all are shipped or will that cost extra? You seem to have a great business so I hope you can help.
Thanks, Jess Higgins

3

Dear Sir/Madam,
I am a graduate from menlo college. I got a degree in business and would now like to use it. Your company looks interesting. Can I come in for an interview? I have a lot of experience from my schooling and extra curriculars. I think I can help the company a lot. Please respond to my email to let me know.
Thanks,
Max



Find the answers in next MONDAY issue



SOME USEFUL EXPRESSIONS - 1

Attach - Please find the report attached/ As you can see from the attachment...

Best - All the best/ Best wishes/ Pass my best wishes on to John/ Best regards

(In)convenience - Please reply at your earliest convenience/ We would like to apologise for any inconvenience caused/ Please let me know what dates are convenient for you

Dear - Dear Sir or Madam/ Dear Mr Case/ Dear Alex/ Dear Sirs

Forward - I look forward to hearing from you soon/ Please forward this to John

Hear - I look forward to hearing from you (soon)/ Hope to hear from you soon/ It was really nice to hear from you

Hi - Hi/ Hi John/ Say "Hi" to Steve from me/ Julie says "Hi"

In - In connection with/ In advance

Inform - We regret to inform you that.../ We would like to inform you that.../ If you need any further information, please do not hesitate to contact me

Love - Love from/ Lots of love/ Send my love to John/ John sends his love

Mail - Snail mail/ I've sent you a hard copy in the mail Note - This is just a quick note to say.../ Please note that.../ NB

SOME USEFUL EXPRESSIONS - 2

Please - Please let me know if you have any questions/ If you need any further information, please do not hesitate to contact me at any time

Reference - With reference to.../ Your ref:/ Our ref:/ Reference number

Regards - Best regards/ Give my regards to John/ Regards

See - See you (soon/ then)/ It was a pleasure to see you again last week/ Hope to see you again soon

Sir - Dear Sir/ Dear Sir or Madam

Soon - I look forward to hearing from you soon/ See you soon/ Write soon

Sorry - Sorry it took me so long to get back to you/ Sorry not to reply sooner/ Sorry it's been so long since I last wrote/ Sorry to write to you out of the blue Text - Send a text/ Textspeak/ Text someone

Thanks/ Thank you - Thanks (again/ in advance)/ Thank you for your email/ quick reply/ getting back to me so quickly/ taking the time to see me yesterday

To - To whom it may concern/ I'm writing to you concerning...

Write - Write soon!/ Thanks for writing back so quickly/ I am writing to you in connection with.../ concerning.../ about.../ (in order) to...

Yours - Yours sincerely/ Yours faithfully/ Sincerely yours/ Yours

ANSWER KEY TO THE LAST EIS PAGE ACTIVITIES (DATED AUGUST 01, 2016)

Develop Your Reading Skill
1. d 2. a 3. b 4. a 5. c 6. d 7. a 8. b 9. a 10. b



FILL - IN THE GAPS WITH SUITABLE EXPRESSIONS

1. Please find the document _____ed/ As you can see from the _____ment...
2. All the _____/ _____wishes/ Pass my _____wishes on to your boss/ _____regards
3. Please reply at your earliest _____/ We would like to apologise for any _____caused/ Please let me know what dates are _____for you
4. _____Sir or Madam/ _____Mr Case/ _____Alex/ _____Sirs
5. I look _____to hearing from you soon/ Please _____this to your boss
6. I look forward to _____ing from you (soon)/ Hope to _____from you soon/ It was really nice to _____from you
7. _____/ _____John/ Say "_____" to Steve from me/ Julie says "_____"
8. _____connection with/ _____advance
9. We regret to _____you that.../ We would like to _____you that.../ If you need any further _____ation, please do not hesitate to contact me
10. _____from/ Lots of _____/ Send my _____to John/ John sends his _____
11. Snail _____/ I've sent you a hard copy in the _____
12. This is just a quick _____to say.../ Please _____that.../ NB 13. _____let me know if you have any questions/ If you need any further information, _____do not hesitate to contact me at any time
14. With _____to.../ Your ref:/ Our ref:/ Ref. no.
15. Best _____/ Give my _____to John
16. _____you/ _____you soon/ _____you then/ It was a pleasure to _____you again last week/ Hope to _____you again soon
17. I look forward to hearing from you _____/ See you _____/ Write _____
18. _____it took me so long to get back to you/ _____not to reply sooner/ _____it's been so long since I last wrote/ _____to write to you out of the blue
19. Send a _____/ _____speak/ _____someone
20. _____again/ _____in advance/ _____for your email/ _____for getting back to me so quickly/ _____for your quick reply/ _____for taking the time to see me yesterday/
21. _____whom it may concern/ I'm writing _____you concerning... 22. _____soon!/ Thanks for _____ing back so quickly/ I am _____ing to you in connection with.../ I am _____ing to you concerning.../ I am _____ing to you about.../ I am _____ing (to you in order) to...
23. _____sincerely/ _____faithfully/ Sincerely _____/ _____