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# E-MAILING
## How to Write Emails in English

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# At the end of this lesson, you are going to know:

➡ What does e-mail mean?

➡ Benefits of E-mailing,

➡ Basic e-mail skills

    ❑      Communication Skills

    ❑      Technical Skills

➡ What are the differences between formal & informal emails?

➡ How to write an email in English?

# What does e-mail mean?

- E-mail is one of the most useful information and communication technology tools around today, Most of us probably write emails in both our personal and professional lives.

- E-mail is an abbr of Electronic mail, it is a computer-based application for the exchange of messages between users. It is simply a means of sending messages, text, and computer files between computers via the internet.

- A worldwide e-mail network allows people to exchange e-mail messages very quickly. E-mail is the electronic equivalent of a letter, but with advantages in timeliness and flexibility. While a letter will take from one day to a couple of weeks to be delivered, an e-mail is delivered to the intended recipient's mailbox almost instantaneously.

# Benefits of E-mailing,

➡ Emails are delivered extremely fast when compared to traditional post. They can be sent to one person or several people.

➡ Email is a free tool. Once you are online, there is no further expense that you need to spend on in order to send and receive messages.

➡ Email is simple. It is easy to use. Once your account is set up, composing, sending and receiving messages is simple. Also, email allows for the easy and quick access of information and contacts.

➡ Email allows for easy referencing. Messages that have been sent and received can stored, and searched through safely and easily. It is a lot easier to go through old email messages rather than old notes written on paper.

➡ Email is accessible from anywhere – as long as you have an internet connection. Whether or not you are in the office or on the field, or even overseas, you can access your inbox and go through your messages.

➡

# Benefits of E-mailing

- E-mail allows us to keep in touch with other people ( learners, teachers, friends, etc) around the world, thus helping in our personal and professional development.

- It also allows communicating with our learners or teachers outside the classroom, for example, setting, receiving, marking, and returning homework and other written assignments.

- Reading and writing e-mails either in or outside class time gives you more exposure to the target language, and interaction is real in the sense that you are writing to real people and using a real medium.

- If you are writing to others in other countries, this allows you to make contact and interact with people with different first language (s) and from other culture(s).

# Basic E-mail Skills

You need to be familiar not only with the mechanics of sending and receiving emails and attachments but also with the kind of language used in email as well as the rules of engagement or netiquette, required in email use.

**<u>Communication Skills:</u>**

- ✓ In traditional letter writing, there are levels of formality in email writing. An email written to enquire about a job vacancy will have a different level of formality to an email sent to a close friend.

- ✓ Email to a friend my include abbreviations, emotions, misspellings, etc,,,these are inappropriate for a more formal email.

Netiquette include:

- ➢ Not using only capital letters,

- ➢ Being sure to respect others' opinions,

- ➢ Avoiding ongoing arguments which become increasing personalised and possible public

- ➢ Make sure that files sent as attachments are not tool largen as the person receiving the email may not be able to download them,

# Technical Skills:

- Apart from basic word processing and typing skills, you will need to have an email account. There are several free, web-based email services, through which it is very easy to set up and use an email account, The best known are Yahoo, Hotmail, Google Mail, etc.

- Once you have an email account you need to be able to send and receive email and to attach and open documents in email.

- It is also useful for you to have basic ICT skills, such as knowledge about viruses sent by email, and spam emails ( what these are and how to protect yourself from them,

# What are the differences between formal & informal emails?

➤ We write a formal email when we want to be polite, or when we do not know the reader very well. A lot of work emails are formal. We write informal emails when we want to be friendly, or when we know the reader well. A lot of social emails are informal.

➤ Before you start writing an email, decide if you want to write a formal email or an informal one.

# Layout and punctuation

➠ **Starting an email**: We normally write a comma after the opening phrase. We start a new line after the name of the person we're writing to.

➠ **Finishing an email**: We normally write a comma after the closing phrase. We start a new line to write our name at the end.

| Formal | Informal |
|---|---|
| **Dear Mr Piper,**<br>**I am writing to thank you for all your help.**<br>**I look forward to seeing you next week.**<br>**With best wishes,**<br>**John Smith** | Hi Tim,<br>Many thanks for your help.<br>See you next week.<br>Cheers,<br>John |

You also need to know which phrases to use **only** in a formal email or an informal one:

| | Formal | Informal |
|---|---|---|
| **Starting phrases** | Dear Mr Piper,<br>Dear Sir or Madam, | Hi Tim,<br>Hi there Tim,<br>Morning/Afternoon/Evening Tim,<br>Hello again Tim, |
| **Ending phrases** | Yours sincerely,<br>Yours faithfully,<br>Yours truly, | Rgds,<br>Cheers,<br>Bye for now,<br>See you soon, |

# How to write an email in English?

# Write a clear subject line

➡ The subject line defines if a recipient opens your email, so make sure it's clear, concise, and to the point. A good subject line tells what your email is about and how they should act on it.

➡ For example: If you are sending to your teacher :

❑ Question about [Course name] assignment

❑ [Course name]: Asking for an appointment

# Greetings

➥ Start your email with an appropriate and respectful salutation. Double-check their name before sending an email and make sure your greeting is followed by a comma.

➥ Here's how to start an email to a professor:

➥ Dear, Mr/ Ms/ Mrs ( Surname)

, Title, ( Surname)

Professor,

Dear Sir or Madam

Hello, ( First Name)

# Intoducing a topic or informing

- This is to inform you that

- Just lo let you know

- Good News,

- I have good news/ bad news

## Remind who you are

it's important to tell your recipient your name and the class you're attending. This helps you save his/ her time and ensures you get a reply faster.

# Following up on a previous discussion/ email

- As we discussed,

- To follow up on our discussion,

- Regarding, In regards to

- As far as,,,,

- On the topic of,,

## Get straight to the point

After greeting and introducing yourself, it's time to state your question or request. Keep it concise and clear, so the recipient can quickly comprehend what it's about and what action is expected from them.

# Asking and requesting

- ➡ I would like to know if,

- ➡ Could you let me know if,/

- ➡ Could you confirm if,

- ➡ Do you have any details/updates,

# Sayong thanks

- Thank you for getting back to me, the info, the email,etc,

- Thank you for following up with

- Thank you for your help

## End an email politely include a professional signature

Thank your recipient  for his/ her  time

# Ending

- I will get back to you
- I will let you know
- I will keep you posted
- Thank you
- Regards
- Yours sincerely,
  Yours faithfully,
  Yours truly,

## Include a professional signature

Sign off your email with "Sincerely" or "Best regards" followed by your name.

# Proofread your email

- Pay attention to grammar, spelling, and punctuation. Make sure to stick to a formal tone and avoid emojis or informal abbreviations like FYI or ASAP. Check the spelling of your recepient's name one more time.

# Put yourself in your recepient's shoes

- Reread the email as if you are the recipient. Is it clear who's writing to you and what they want? Is the tone of the email polite and respectful? Does it comply with a formal email format? If all your answers are "Yes," then feel free to send your email.

# Sample 01:

**Thank you email for a job interview**

Dear [name of hiring manager],

I enjoyed speaking with you the other day at the interview for the [job name]. The job appears to be an ideal match for my skills, ambitions, and interests.

The innovative approach to the corporate culture within the [job field] world confirmed my wish to work at your firm.

I will bring my engineering skills, assertiveness, and ability to engage others to work in a cooperative way within the [name of department] department.

Thank you for taking the time to interview me for the [position title] at [company]. I have a high level of interest in working for your firm and look forward to hearing from you.

Best Regards,

[name]

# Sample 02:

## Formal letter of appreciation

Dear Mr./Mrs. [name],

I would like to formally recognize all the hard work and dedication you've put into completing [project/task]. Due to your consistent efforts, the project is what it is today and that led to the positive results we were hoping for.

On behalf of [company name, board members, etc.], we would like to formally thank you for your hard work and we would like to let you know that we highly value your contribution and your continued dedication to your job.

We are very grateful to have you as a member of our team and we wish to continue to see you thrive within our organization.

Best regards,

[Name and job title]

# Sample 03:

## Cover letter example

Dear hiring manager [name],

I was very interested while reading the job posting for the position of [job title]. I believe that the experience I have strongly match the responsibilities of this position. I am enthusiastic about submitting my application for the position.

My most recent position was at [company name], where I was a [job title name ]. Additionally, I recently participated in a [mention an accomplishment in your last job that is relevent]

I have attached my resume to this email. Thanks to it, I believe you will learn more about my experience, education, and achievements.

Looking forward to hearing from you,

[Your name]

# Sample 04:

## Email of inquiry requesting information

Dear [name],

This email is to inquire about the website audit services you posted on your website.

As I understand, you offer services to audit businesses' websites and provide personalized insight into what improvements can be made. I'd like to request further information with regards to your pricing as well as the scope of the work that will be performed, including specific services that can be expected.

I look forward to receiving your response.

Best regards,

[Your name and job title]

# Sample 05:

**Acceptance email**

Dear Mr./Mrs. [name],

It is my great pleasure to inform you that I will be accepting your offer for employment as [job title] with [company name]. The goals for this role that you described are in line with my personal career aspirations, and I hope to be able to learn and grow in this role.

As discussed in our previous meeting, my salary will be [salary] and I will be starting on [date].

I appreciate all the time you took to make the interviews as seamless as they were, and I look forward to working with you soon.

Sincerely,

[Your name]