

# Email переписка



# Dos and Don'ts for email correspondence

## Email Example

Hi Mark,

Hope you are doing fine.

I am reaching out because as you might remember we're presenting our new pitch to investors on May, 5. Would you be available for a quick call to discuss the final version of the pitch some time this week?

Please let me know if this works.

All the best, Maria.

friendly opening

reason for your email

closing line

friendly good-bye

# Dos

1

**Clear subject line** Always write a concise heading that makes it clear what the email is about and why you are sending it

2

**Appropriate signature** Remember to end your email with one of the phrases I'll mention in the "Good bye" section of this presentation + your name, surname and position

3

**CC people** If somebody besides the person you are sending the email to needs to be aware of its content, don't forget to CC them. It's also polite to mention in the body text if you've copied someone in

4

**Add links to Google Docs instead of attaching files whenever possible** Links are better than documents. Literally always (with a possible exception of sending a draft of contract/agreement, but possibly even then)

5

**Check that you've given access to the docs you are attaching** Modern classics: you hyperlink a document in your email but the person receiving it has no access. What a bummer. Luckily again, Google now notifies you if this is the case, so just pay attention.

# Don'ts

1

**Reply to all** Always reply only to the person / people who actually need to see your email. Try to avoid replying to everyone, it's annoying and unprofessional. Check out a [Guardian article](#) on the matter

3

**Leave an email with no response** Always reply to emails. If you need more time to answer, let the person know how soon you can get back to them. Don't just keep them waiting for days or weeks with no answer

2

**No body text emails** Avoid just sending an attached file in an empty email. Instead, mention the attachment in your body text (ex. Please find attached my quarterly report)

4

**Forget your attachment ([illustrated by a meme](#))** Double (or triple?) check that you've actually attached what you said you had attached. Luckily for you, now even Google reminds you if an attachment is missing (in case you mentioned it in the body text, see point 2)

# Phrases that will come in handy



# Friendly opening

- Dear \_\_\_\_ (name),
- Hi\_\_\_\_\_ (name),
- Hope you are doing fine.
- I hope you are well.
- I hope this email finds you well.

# Reason

- I'm writing to you with regards to\_\_\_\_,
- I am writing to you about our last meeting/your presentation yesterday/our next event.
- I'm contacting you to inform you that...
- I am writing to ask about...
- I am reaching out because...
- This is just a quick/kind reminder...
- I just wanted to let you know that...

# Attachments

- Please find attached...
- Here is the document (that) you asked for
- I've attached the.... / I am attaching the ...
- Could you please sign the attached \_\_\_\_\_ and send it back to us by [date]?
- Take a look at the [file] I've attached.
- More information is available at [www.\\_\\_\\_\\_\\_.com](http://www._____.com).



# Offering help

- If you have any (more) questions (about)...
- In the meantime, if you need any more information,
- ..., so please let me know if...
- (please) feel free to contact me if...
- Please do not hesitate to contact me.
- drop me an email/drop me a line.

# Closing line

- Looking forward to seeing your presentation /hearing from you / your response / your answer.
- Please let me know if this works/if you are available/if that sounds good//if you can help
- Thank you in advance.
- If you could have it ready by tomorrow/the end of next week, I would really appreciate it/ it would be amazing
- I would appreciate your help in this matter.

# Good bye

- All the best, your name
- Kind regards, your name
- Regards, your name
- Best wishes, your name
- Have a good one!

# Phrases that will come in handy

В зависимости от темы и содержания мейла, вам могут пригодиться следующие фразы:

# Apologizing

- Thank you for your patience
- Thanks again for your understanding
- I hope you can understand.
- I hope this is ok with you
- Once again, (please) accept my apologies for the inconvenience

# Scheduling a meeting

- Would you be available on [day]?
- We could meet on.... Does this work for you?
- Can you make it on [day]?
- I'm afraid I can't make it on [day]. How about...?

# Giving bad news

- Unfortunately, we cannot/we are unable to...
- I'm afraid it will not be possible to...
- Unfortunately, I have to tell you that...
- We/I regret to inform you that...
- Due to [reason], it won't be possible to...
- I tried my best, but...
- I'm sorry to tell you that...

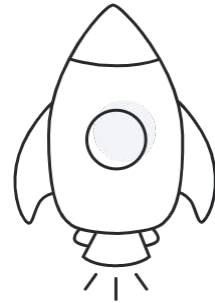
# Approving or getting an approval

- Please let me know if this is OK with you.
- What are your thoughts (on this)?
- Please let me know what you think.
- We just need the thumbs up/the green light.
- You have the green light!
- \_\_\_\_ approved, so you can go ahead with \_\_\_\_\_ (the project/task).



# Задание

Используя фразы из этого урока, напишите email коллеге, в котором просите ее прислать вам bug report в ближайшие пару дней, потому что на следующей неделе нужно сдавать проект клиенту



# A Follow up Email



# A Follow up Email

**Что это такое:** email после встречи/колла

**Содержит:** резюме того, о чем поговорили,  
кто что должен сделать после встречи/звонка



# A Follow up Email Tips

- 1 Take notes during the meeting
- 2 Thank everyone for their time
- 3 List things that you discussed in the meeting
- 4 Highlight next steps and people responsible
- 5 Attach supporting documents, if needed
- 6 Proofread and send



## Follow up on the HR Strategy Meeting



**Polina Mayorova**

to me ▼

11:44 AM (16 minutes ago)



Hi everyone!

Thank you for joining today's meeting! I appreciate your active participation and hope this will help us proceed with the project and move in the right direction. As you remember, we have discussed our HR strategy for the upcoming year. Here is more on what we have brought up:

1. Lesley updated the team on the questionnaire that had been sent out to the employees 2 weeks ago.
2. We came up with the key pillars of the new strategy and defined its overarching goal.
3. Mike reported on the results of last week's top management's brainstorming session.

Following our discussions, we have come up with the next steps regarding the new HR strategy. The following tasks and deadlines have been assigned:

1. Kevin will visualize the results of the questionnaire and send it to the head of HR department by the end of this week.
2. Mary will set up a meeting with the whole HR department to discuss the ways we plan to track employees' engagement. Deadline: August 15.
3. Lukas will finalize and present the new HR strategy to the whole team. Deadline: end of the month.

Looking forward to hearing your updates on our next call on August 21st.

Feel free to contact me if you have any questions.

*Sincerely,*  
**Polina Mayorova**

A follow up email example

# Useful follow up phrases

- Thank you all for (attending) today's meeting
- \*Name\* will \_\_\_\_\_
- \*Name\* will implement\_\_\_\_\_ by\_\_\_\_\_
- We will be waiting for \_\_\_\_\_ from \_\_\_\_\_
- We have assigned the following projects and deadlines:
- As you remember, we have discussed...
- Here are more details on...

# Задание

Напишите follow up email по недавней встрече с коллегами.  
Если не приходит в голову хороший пример, представьте, что на встрече было четверо коллег, которые обсуждали релиз проекта на следующей неделе.

