

How to Write Professional Emails

Emails are divided according to ,

Formality

Informality

Example of Informal Email

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

Example of Formal Email

Dear Professor Johnson,

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

Thank you Julia Smith

Standard Email Format



Salutation

- About the recipient (To whom it may concern)
- Respected, Dear, Greetings, Hi, Hello



Body

- The main content of the mail
- Can be divided into 3-4 paragraphs if need be
- Should end with a call to action phrase



Closing

- The closure of your email
- Best, Regards, Thank you, etc.

Characteristics of formal Emails

It has a subject

It has only one topic

It has a conversational tone

It is concise

It has a proper face validity

General Guidelines for Writing Formal Emails

1. Follow the 7'C

2. Keep your email precise and to the point

3. Title should be clear and concrete, consists the key words

4. Opening line should be courteous

5. The main body of the email must not be wordy. Divide the content accordingly. Use bullet points.

6. Develop the understanding for CC and BCC

7. Complementary close must be in alignment of the entire email

Example of Weak Email

Dear Pam,

I wanted to bring to your attention a number of issues that we've been having with our content management system. They're creating a range of issues for people on my team.

Many of us are having trouble logging into the system. After entering our credentials into the log in window, it's taking a long time to access, and the screen has been consistently freezing on us or going blank. I've had one staff member tell me that it's taken him 15 minutes to log in and another mention that it took them almost 20 minutes to log in.

In addition, when staff log in, we're unable to access the "create draft" option. When we click on that, it takes us to "archive" posts and we don't know how to resolve this. All of this is causing a lot of frustration among the team members. So, I recommend we meet and identify why these issues are occurring and how to fix them.

Thanks,

Jo

Example of Strong Email

Dear Pam,

I'm reaching out to set up a call today at 2 pm to discuss some of the ongoing software issues with our content management system that are causing a lot of delays for my team.

We've identified two major issues.

- ***Log-in issues:*** *Many of my team members have reported that their computer screens are freezing or turning blank when they log onto the website. For others, it's taking 15-20 minutes to log in.*
- ***Unable to create draft:*** *When we click "create draft," we are being redirected to the archives folder.*

I'm blocking some time on our calendars to talk in detail about these concerns. Hope that is okay.

Please do let me know if you'd like me to collect any additional information before our meeting.

Thanks,

Jo