

Email Messages

Email has become one of the most popular ways of communicating in business and everyday life. An email message has several components:

- The recipient's email address
- A subject line (a few words that tell the reader what the message is about)
- An optional salutation, e.g., *Hi Jane; Dear Mr. Shelda*
- The body of the message
- A complimentary closing (also optional) e.g., *Sincerely; Thanks; Cheers; Best*
- The sender's name

There are also additional features in email such as the copy and attachment features.

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Read the email messages below and answer these questions.

1. What is the relationship between the sender and the recipient of each email message?
2. What are the messages about?
3. Are the messages written in a formal or informal tone? How can you tell?
4. Which of the components mentioned above are included in each message?

✉ Message			
To:	David Lager	From:	Tomas Aklil
Subject:	lunch!	Date:	June 4, 2010
<p>Hi David,</p> <p>Are you free for lunch today? My treat. How about the Madcap Diner at 12:30? It's right at the corner of Mayfield and Jones. Let me know if you can make it.</p> <p>Cheers,</p> <p>Tomas</p>			

✉ Message			
To:	Vanessa Julian	From:	Mirella Attenda
Subject:	Presentation	Date:	June 28, 2011
<p>Hi Vanessa,</p> <p>I just wanted to confirm your presentation is from 1:00 – 3:00 in the Sussex Ballroom at the Holiday Inn on Monday July 6th, 2011. The hotel is located at 55 Pollar St. The Ballroom is on the second floor.</p> <p>So far, 38 people have registered for your workshop and there may be a few more people who sign up at the last minute. There will be an LCD projector and flipchart paper in the room. Please let me know if there is anything else you need. I will be happy to assist you.</p> <p>Mirella</p>			

Email Subject Lines

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The subject line of an email message summarizes the content of the message. It is short, usually a word or a phrase. Read each message and write a subject line that reflects the content of the message. Compare with a partner.

✉ **Message**

To: Pat Crosby (pcrosby@goo.com)
Subject:

From: Tania Foster
Date: June 1, 2010

Hello,

I am interested in the digital piano you have advertised on the Kijiji website. Is it still available? If it is, could you tell me how old it is and what make it is?

Thank you,
Tania Foster

✉ **Message**

To: Margaret Bondaryuk (bondaryuk@blah.ca)
Subject:

From: Mary Blithe
Date: March 8, 2009

Dear Margaret Bondaryuk:

This is to inform you that your professional association membership is going to expire in two months. In order to maintain your status as a member of our organization, you need to return a completed membership application form with an enclosed payment of \$300 by the end of October.

Failure to submit a renewal application may result in the suspension of your professional status.

Sincerely,
Mary Blithe

✉ **Message**

To: Jonas Adams (adams@utopiau.com)
Subject:

From: Natalia Minova
Date: October 30, 2011

Dear Professor Adams:

I am writing to inform you that I will not be able to complete the latest monthly assignment because of a family emergency. I have to travel to my hometown for a week and I will miss the deadline. I have tried contacting you over the phone and in person but I was not successful.

I would really appreciate if I could be granted an extension for this assignment. I truly regret not being able to speak to you in person and I hope you will understand my situation. Thank you.

With regards,
Natalia Minova

Email: Semi-formal and Informal Messages

When you write email messages, you can use two distinct styles: semi-formal and informal. A semi-formal style is used for communicating with people you do not know well or who are outside your regular working relations. Messages written in this style are similar to business letters: they are concise and informative. An informal personal style is used for emails with people you know well or within your company. This style is more conversational and reflects spoken language.

Elements that can make your message more informal are:

- Salutations and closings
e.g., *Hello Juan* instead of *Dear Mr. Rodriguez*; no closing at all instead of *Sincerely*
- Omitting pronouns
e.g., *No problem* instead of *It is not a problem*; *Looking forward ...* instead of *I am looking forward*
- Informal vocabulary and expressions
e.g., *Thanks* instead of *I really appreciate*; *Phone me* instead of *Please contact me*; *Is it okay?* instead of *Is it convenient?*

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Read the email messages below and discuss how they are different.

1. What is the relationship between the recipient and the sender of each message?
2. How is the style of each message different?

✉ Message 1

Dear Martina,

I will be attending the conference in Toronto next week and I would like to take this opportunity to meet with you to discuss your latest project. Please let me know when you will be available.

Best regards,
Felippa

✉ Message 2

Hi Joanna,

I'm going to be in Toronto for a conference next week. Do you think we could meet some time? I'd love to know how you are doing and talk to you about your latest project. Let me know if we can get together.

Cheers,
Mel

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Write a response to each message using the same style as the above messages. Include the following:

- express happiness about hearing from the other person
- agree to meet
- suggest a time and place
- end the message appropriately