EMAIL WRITING AND LETTER WRITING

Sasanjalie Jayasinghe

EMAIL WRITING

What is an email?

➢ Email (electronic mail) is a method used to exchange messages between people using electronic devices.

➢ Emails can be **Formal** and **Informal**

▪ We write formal emails when we want to be polite, or when we do not know the reader very well. A lot of work emails are formal. They are written to professional contacts such as, Teacher, Boss, Business Contact etc.

▪ We write informal emails when we want to be friendly, or when we know the reader well. They are written to friendly contacts such as, Friends, Colleagues, Team Members etc.

Formal Email

Subject: Requesting Permission for Annual Leave

Dear Mr. Jayasiri,

I would like to request your permission and approval for my annual leave application, which I'm planning to take from 10th September to 25th September.

I will make sure to complete all my current projects and pending tasks in advance before the leave. My colleagues H.R. Zoysa and P.K. Sunitha will cover the responsibilities during my absence.

Looking forward to your approval.

Regards,
H.H. Wickrama
Assistant Secretary

Informal Email

Hi Lakma,

How's it going?

Sorry I haven't been in touch for such a long time since I had exams, so I've been studying every free minute. Anyway, I'd love to hear all your news and I'm hoping we can get together soon to catch up. We just moved to a bigger flat so maybe you can come and visit one weekend?

How's the new job?

Looking forward to hearing from you!

Heshani

Professional Email Address
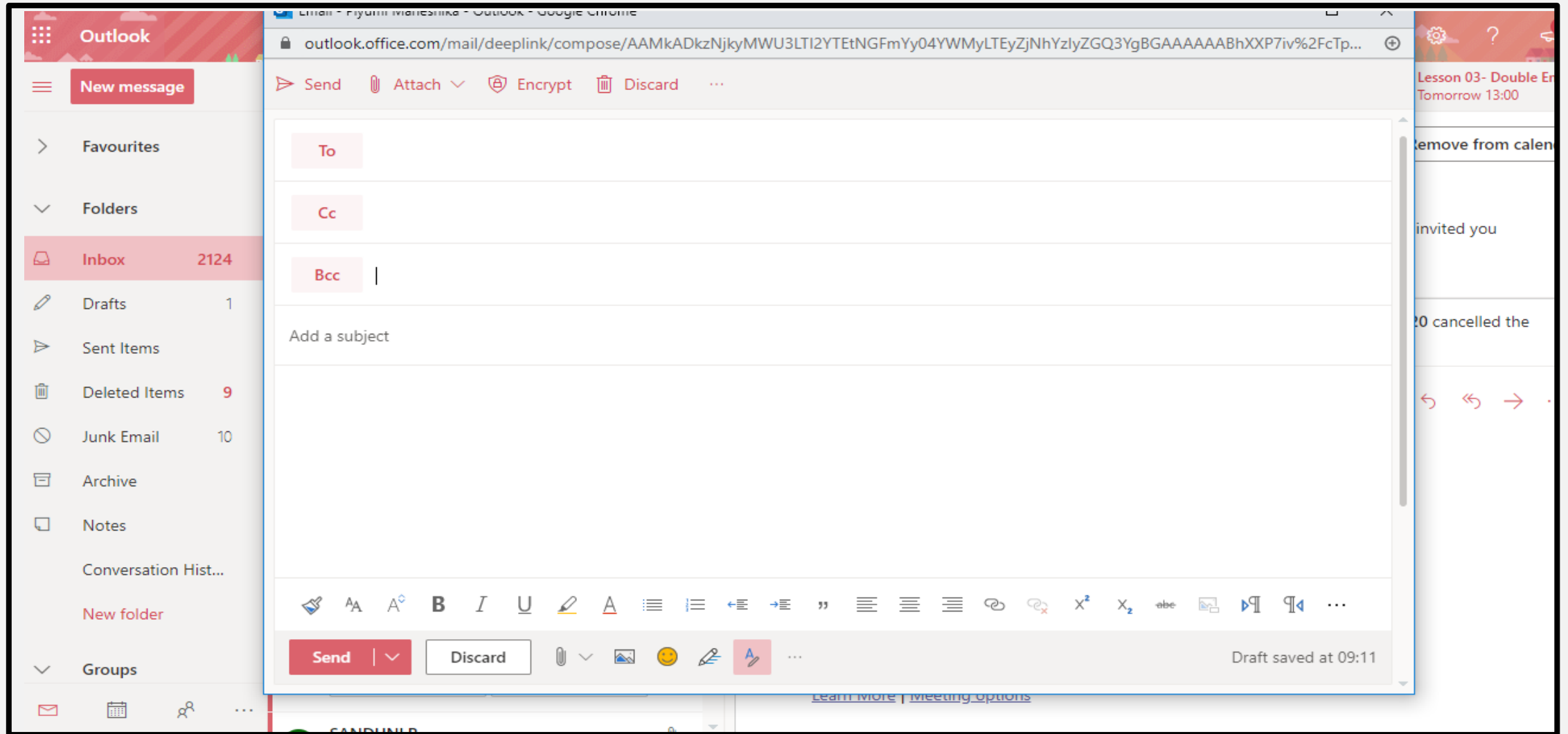
nanditha_girlpower@gmail.com

screaming@silentmail.com

nadita_mkt@gmail.com

Jayasinghe@gmail.com

Format of an Email

Font Size, Type, Colour

Font type – Standard

Modern, Classic ✓

Comic sans, ALGERIAN ✗

Font size – Small ✓

Font colour – Neutral/ black ✓

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Sending the email to Recipients

When you select the contacts you are emailing, you can place them in one of these three fields:

To - Put the email address here if it is for their **attention** and **action**

Cc - (Carbon Copy) - Put the email address(es) here if you are sending a copy **for their information** (and you want everyone to explicitly see this)

Bcc - (Blind Carbon Copy) - Put the email address here if you are sending them a Copy and you **do not** want the other recipients to see that you sent it to this contact

Here's a Tip...

If you are sending an email to many people use **Bcc...** (so you don't give away everyone's email address to everyone else)
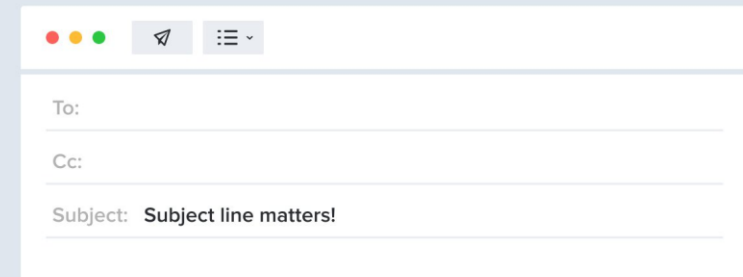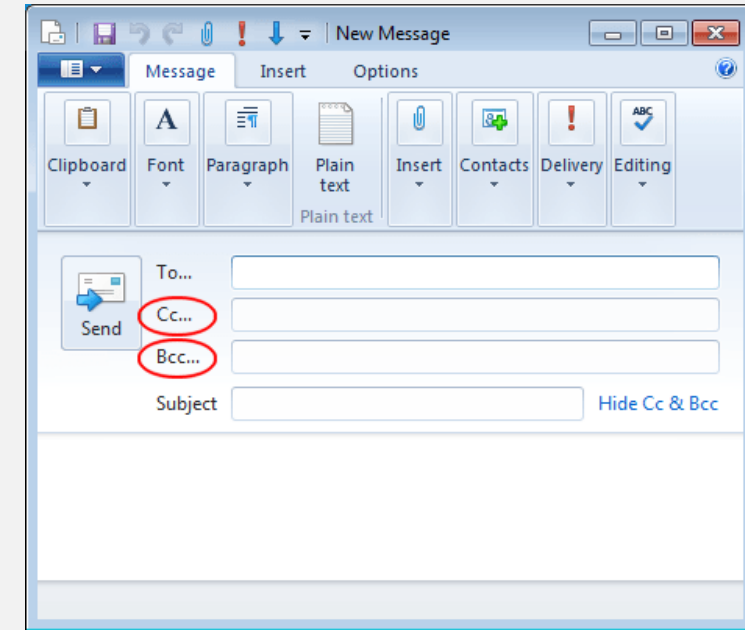
Subject

The **subject** line of an **email** is the single line of text people see when they receive your **email**. This one line of text can often determine whether an **email** is opened or sent straight to trash, so make sure it's clear, brief and direct.

Eg: Requesting Clarification for Question

Thank You for the Books

Request to Come to Class Late

The Post of Lecturer in English

Salutation

In most email writing situations, you will want to include a quick greeting to acknowledge the reader before going into your main message or request.

Eg: Dear Sir/ Madam,

Dear Ms. Jayasinghe, Dear George

Dear Dr. Abeywickrama

Some common salutations for groups are:

Dear all (more formal)

Hi everyone (more informal)

Content (Body) of an Email

The first sentence - The opening sentence or the introductory sentence is the key to writing a clear email. A good opening sentence tells the reader what the email is about.

You can start with mentioning why you are writing the email.

I am writing with regard to… (email subject)

I am writing in reference to…

If you're writing an email to **send information,** you can start with one of the following sentences:

I am writing to let you know…

I am delighted to tell you… (if you're communicating good news)

I regret to inform you that… (if you're communicating bad news)

If instead you're replying to an email **you received,** you can say:

I am writing in response to…

I am writing in reply to…

I am writing to thank you for… (if you need to thank the recipient)

Body of the text

There are no conventional formulas for writing the body of the text because this varies according to the function of what you need to communicate. It's useful to prepare an initial draft and then proceed with any corrections.

Remember the body of the email

should contain **detailed information**

Should be written **clearly and concisely** with **short sentences, simple language and correct grammar**

Remember your reader isn't familiar with you and may not be familiar with your topic. You don't want your email recipient to misunderstand an important point.

File Attachments:

If you've attached a file to your email, make sure you tell the person that you have attached it.

Example:

"I'm sending you this week's schedule as an attachment."

"I've attached…"

"Please find the attached…"

"I'm attaching…".

At the end of your last paragraph, you should provide a "thank you" 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

How you end a formal email is equally important. Since the email closing is the last point, your recipient looks at, your email closing can leave a lasting impression.

The most common way to end an email are:

> **Best regards,**
>
> **Best wishes,**
>
> **Yours cordially,**
>
> **Yours sincerely,**
>
> **Your student,**
>
> **Kind regards,**
>
> **Yours sincerely,**

Closing Remark

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.

Closing remark,

[Digital signature if you have one]

Full name [typed]
Title and company
Phone number
Email address (optional)

Eg:

Best regards,

[Digital Signature]

Sumitha Wijerathne
Assistant Manager, ABC Marketing
+94777557878
sumithawijerathne@gmail.com **(optional)**

Tips to Write an Effective Email

➢Short and brief (one view)- get to the point

➢Message should be clear

➢No abbreviations (don't, isn't, I'm)

➢Formal but not too overwhelming

➢Watch your tone

➢Always proofread your emails (check grammar, punctuation, spelling, capitalization)
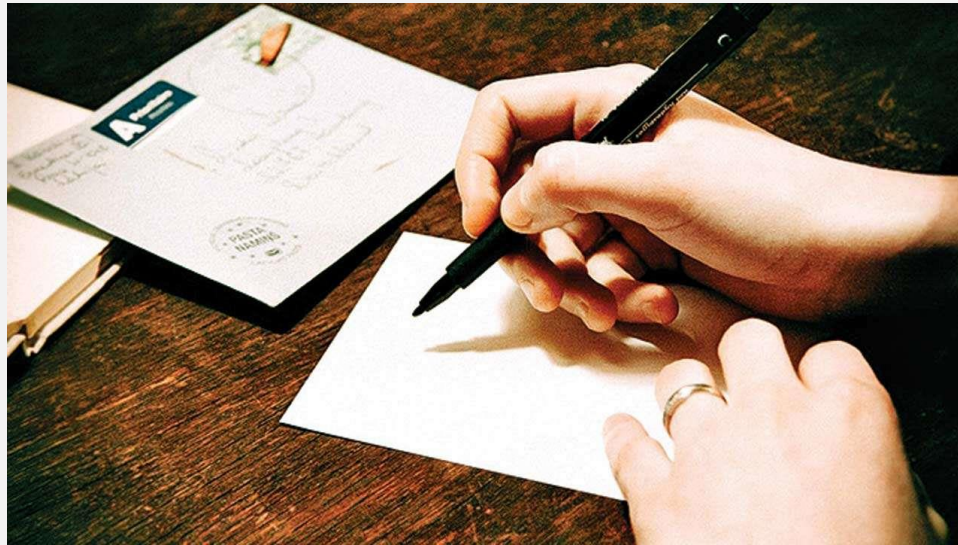
LETTER WRITING

Why is Letter Writing Important?

Letter writing is an essential skill. Despite the prevalence of emails and text messages, everyone has to write letters at some point.

Formal letters and Informal Letters

Formal Letters

They are sent to organizations, government departments, chair holders, etc to make complaints, requests, inquiries, orders etc. Your tone should be full of respect making use of formal words and sentences to create a nice impression on the recipient.

Eg: Letter of complaint, Cover letter for a job, Thanking letter, Letters requesting changes or making suggestions

Informal Letters

Informal letters can be considered a freestyle where you are free to write in the style and tone as you wish. There is no set format.

Eg: Letter to parents, Letter to siblings, Informal Letter to a friend, Letter to classmates, Letter to neighbours

For more details:

https://ieltstutorials.online/blog/know-the-difference-between-formal-and-informal-english-for-letter-writing-in-ielts-test

The Format of a Formal Letter

1. **Sender's address**: The address and contact details of the sender are written here. Include an email and phone number, if required.

2. **Date**: The date is written below the sender's address after Leaving one space or line.

3. **Receiver's address**: The address of the recipient of the mail (the officer/principal/Editor) is written here.

4. **Salutation** (Dear sir / Dear madam)

5. **The subject of the letter**: The main purpose of the letter forms the subject. It must be written in one line. It must convey the purpose for which the letter is written.

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6. **Body**: The purpose of the letter is written here. It is divided into 3 paragraphs as follows -

Paragraph 1: Introduce yourself and the purpose of **writing the letter** in brief.

Paragraph 2: Give detail of the problem.

Paragraph 3: Conclude by mentioning what you expect. (For example, a solution to your problem, to highlight an issue in the newspaper, etc).

7. **Complimentary Closing**

8. **Sender's name, signature and designation** (if any)

No 747
Main Street,
Gampaha.

February 12, 2021

The Manager
Learn a Language
Kings Street,
Colombo 5.

Dear Sir/Madam,

Requesting Details for the Spanish Learning Course

I wish to request some details regarding the Spanish learning course offered by your institute. Since I have the basic knowledge of Spanish language, I wish to learn the language at an advanced level.
I request you to provide the following details relating to the advanced level Spanish learning course.
1. Course fee
2. Duration of the course
3. Class schedule
4. Curriculum of the course

I look forward to hearing from you soon.

Thank you
Yours truly,
Sumitha Wijerathne

The Format of an Informal Letter

1. **Address:** The address of the sender is followed by that of the receiver.

2. **Date:** The date is written below the address after leaving one line.

3. **Salutation:** Greeting (Dear / Hi / Hello)

4. **Body:** The matter of the letter is written here. It is divided into 3 paragraphs as follows -

   a) **Paragraph 1**: Beginning

   b) **Paragraph 2**: Main content.

   c) **Paragraph 3**: Ending

5. **Sender's name and signature.**

No 123, Kings Court Apartment

Colombo 3.

January 10, 2021

Dear Maduka,

My happiness knew no bounds when I got to know that you have topped your school and achieved the dream you always had. I felt so happy and I wish I were there to congratulate you personally.

The result has proved that hard work, determination, and perseverance bring good results. I knew you were very nervous too, but I was always very confident that you would come out with flying colors. I apologize that I couldn't even attend the celebration party.

Hope to see you soon. Please be encouraged and continue your hard work. Your future is very bright. My parents and elder sister have sent lots of love and heartiest congratulations.

With lots of love and best wishes.

Yours loving,
Shenali

Tips to Consider When Writing a Formal Letter

➢ Keep it short and to the point

➢ Message should be clear

➢ No abbreviations (don't, isn't, I'm)

➢ Formal but not too overwhelming

➢ Watch your tone

➢ Always proofread (check grammar, punctuation, spelling, capitalization)