

Unit 9.

Formal emails



Warm-up questions



- How many emails do you get every day?
- Are they all important?
- Do you feel that people overuse emails?
- Do you set up an autoresponder when you're out of the office?
- Do you prefer sending emails or talking face-to-face?
- In which situations are emails a necessary means of communication?
- Are you annoyed when people add you to CC and you get lots of useless emails?

Vocabulary

Parts and functions of an email

- **Inbox:** bandeja de entrada - My inbox is full of unread messages.
- **Outbox:** bandeja de salida - The email is still in my outbox because of a slow connection.
- **Drafts:** borradores - I saved the email in drafts to review it later.
- **Trash / bin:** papelera - I accidentally deleted an important email and now it's in the trash.
- **Spam / junk mail:** correo no deseado - Your email might have gone to my spam folder.

Vocabulary

Email actions

- **To reply:** responder - I need to reply to my client's email as soon as possible.
- **To forward:** reenviar - Can you forward me the email with all the details?
- **To attach:** adjuntar - Please attach the contract to the email before sending it.
- **To delete:** borrar - I accidentally deleted the email, can you resend it?
- **To archive:** archivar - I always archive old emails instead of deleting them.
- **To mark as unread:** marcar como leído - I marked the email as unread so I can check it later.
- **To flag / to star:** marcar como importante - I flagged the email because it contains important information.

Vocabulary

Elements

- **Subject line:** asunto - The subject line should be clear and concise.
- **Header:** encabezado - The email header contains the sender's details.
- **Body:** cuerpo del correo - The body of the email should be well-structured.
- **Signature:** firma - I added my company's logo to my email signature.
- **Attachment:** archivo adjunto - The attachment is too large to send it via email.
- **Read receipt:** confirmación de lectura - I enabled a read receipt to confirm when the recipient opens my email.

Do's and don'ts

When writing a formal email, make sure you...

- **Do not use contractions**
- **Write your full name underneath the signature**
- **Use indirect questions** ("Could you tell me...?" insted of direct questions)
- **Write direct and concise emails**
- **Remember to always reread the email before sending it**
- **Do not write in CAPITALS** - it seems like you are shouting

Structure

GREETINGS

We have several options for starting the email:

If we don't know the name of the person we're writing to:

- Dear Sir or Madam,
- To whom it may concern,

If we know the name of the person we're writing to: DEAR + TITLE + SURNAME

- Dear Mr Bean (married or single men)
- Dear Mrs Brown (married women)
- Dear Ms Potter (for women when we don't know her marital status)
- Dear Miss Smith (single women)

After the salutation, **we should always write a comma** and continue writing in the following paragraph.

Structure INTRODUCTION

We should introduce ourselves and explain the reason we are writing.

DON'TS: Sometimes, when starting their emails, people use present simple instead of present continuous. Try not to do that! Example: I send you this email... (NO) I'm sending this email... (YES).

Expressions:

- I hope this email finds you well
- I hope you are well
- I am writing to you to ask...
- I am writing to you regarding / concerning / about...
- Thank you for your email about...
- Thank you for your quick reply...
- Thank you for finding the time to write me...

Structure BODY

Expressions:

Asking for information:

- Could you please send me information about...?
- If possible, I would like to know / to have some information about...
- I would be grateful if you could give me information / details about...
- I would appreciate if you could tell me about...

Files attached:

- Please, find attached...
- Enclosed please find...
- The requested document is attached to this email...
- Please, see the attached document for more details...

Structure CONCLUSION

Expressions:

- Thank you for your time...
- Thank you for your help...
- If you have any questions, do not hesitate to contact me...
- Please, feel free to contact me if you have any questions...
- I look forward to hearing from you...

CLOSING

- Yours faithfully, (if you don't know the name of the person)
- Yours sincerely, (if you know it)
- Kind regards,
- Respectfully,
- + FULL NAME + SIGNATURE

Example

Subject: Request for Information Regarding Internship Opportunities

Dear Mr. Smith,

I hope this email finds you well. My name is Alex, and I am currently a student in International Trade at UNIR. **I am writing to inquire about** potential internship opportunities. I am particularly interested in gaining practical experience in the logistics department as it aligns with my academic background and career aspirations. **I would appreciate** any information you **could** provide regarding available positions, application procedures, and required qualifications.

Please let me know if there is a convenient time for us to discuss this further. I am happy to provide any additional information you may need.

Thank you in advance for your time and consideration. I look forward to your response.

Best regards,

Alex Brown

Exercise

Take a look at the following emails and complete the tables with informal or formal expressions.

SUBJECT: New office

Hi John,

How are things? Hope you're settling in your new office.

Just to let you know that the laptop we ordered for you is on its way. I'm going to be away for a few days, so get in touch with Mike if you need anything else.

Btw, I had a look at your ideas for the new project and they seem pretty interesting. We'll talk about them when I get back.

See you on Monday.

Rgds,

Phillip

Exercise

Take a look at the following emails and complete the tables with informal or formal expressions.

SUBJECT: Loan application

Dear Mr Johnson,

Following our phone conversation on Monday, I am delighted to inform you that your application for a business loan has been approved. Please find attached the credit agreement. Would you please visit our bank tomorrow so that we can sign the paperwork? I would like to remind you to bring with you all relevant company documents.

Kind regards,

Duncan Smith

Accounts manager

Reale Bank

FORMAL	INFORMAL
I am writing to inform you that...	
	Good news:
	I've attached / I'm attaching / Here is the...
	Don't forget to...
	Can you...?
I look forward to seeing you on...	
Dear John	
How are you?	
	Just to follow up from our chat on...
Kind regards,	
By the way	

FORMAL	INFORMAL
I am writing to inform you that...	Just to let you know that...
I am delighted to inform you that...	Good news:
Please find attached...	I've attached / I'm attaching / Here is the...
I would like to remind you...	Don't forget to...
Would you please...?	Can you...?
I look forward to seeing you on...	See you on...
Dear John	Hi John
How are you?	How are things?
Following our telephone conversation on...	Just to follow up from our chat on...
Kind regards,	Rgds
By the way	Btw

Symbols in emails

SYMBOL	NAME
@	at
_	underscore
:	colon
;	semicolon
.	period (dot, full stop)
,	comma
/	slash (forward slash)
\	backslash
-	hyphen (dash)
*	asterisk
#	hash