

EMAIL



What kind of an **email ID** *or* **address** should we have?

- Short
- Pronounceable
- Mostly Letters
- No too many numbers or special characters
- No Silly Stuff
- No nicknames

It is a reflection of **YOU**

EMAIL COMPONENTS



To:	mrsmth@fakeemail.com	
CC:		Hide BCC
BCC:		
Subject	Product XYZ Case Study Proposal 1. Subject Line Priority: Normal	
	Add Attachment	
	No Attachments	
F	Rich Text Plain Text Greeting Card	
Verdana	- 2 (10pt) - A · * · B / U 日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日	
Sincerely, Jane Doe	3. Message 4. Closing	
555-555-5 JaneDoe@	5. Signature Block	





Good Morning Mr. (Last Name)

Hello Ms. (Last Name)
(Always use Ms. for female colleague)

Dear Mr. (Last Name)

Mr. (Last Name)
A very good morning!

2. OPENING SENTENCE (a)

It was great to connect with you.



I am reaching out about.....

I am getting back to you about....

As discussed in the foregoing discussion....

I am writing in reference to.....

I am happy to let you know

OPENING SENTENCE (b)

I hope all is well.

I hope you are having a wonderful day.

3. Closing Sentences (a)



Thank you for attention. I look forward to hearing from you.

I'd appreciate your prompt attention to this matter.

Closing Sentences (b)

Best Regards.

Yours faithfully.

Thank you anticipation.

Sincerely yours.

EMAIL COMPONENTS



Subject Line:

It should be an informative mail reference that prevents your mail getting into "Spam

Salutation:

Hello, Dear Sir/Mam.... (or) Good Morning Mam/Sir....

Message:

Skip one line after the salutation and begin your message.

Skip one line between each paragraph. Be polite & choose correct words.

Closing:

Thank you (Or) Sincerely (Or) Regards

Signature:

Include your name, telephone number, email address. Avoid slogans, pics, quotes.

USEFUL PHARASES IN EMAIL WRITING

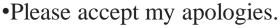


Making a Request

- •We would appreciate it if you would ...
- •I would be grateful if you could...
- •Could you possibly tell us/let us have...
- •In addition, I would like to receive ...
- •It would be helpful if you could send us ...



Apologize



- •I'm sorry. I didn't mean to..
- •(I'm) sorry. I didn't realize the impact of...
- •Please accept our deepest /Sincere apologies for...
- •Please allow me to apologize for...
- •I would like to express my deep regrets for



USEFUL PHARASES IN EMAIL WRITING



Attachment

- •Take a look at the attached ...
- •I've attached ...
- •I'm sharing (file/ document/ whatever you are actually sharing) with you.
- •You'll find the (attachment) below.
- •Please do not hesitate to contact me should you have any inquiries about the attachment.
- •The requested document is attached to this email



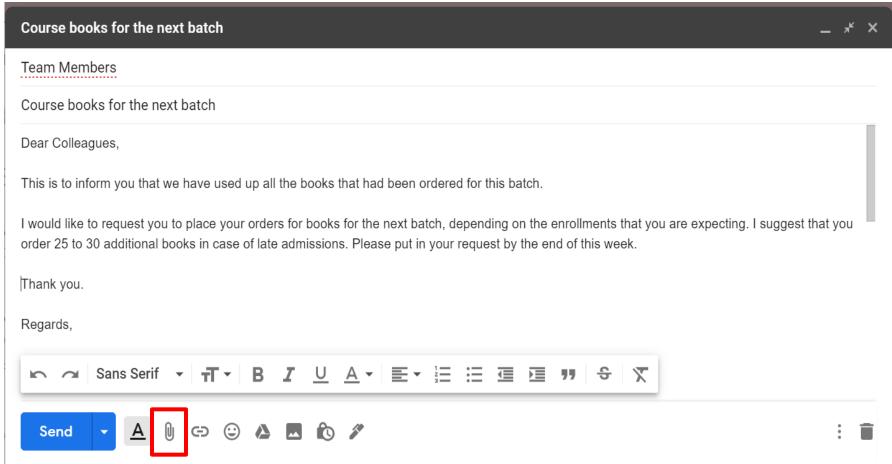


When you recommend or give information

- •I hope my recommendation will be taken into consideration
- •I trust you will consider my recommendations / suggestions.
- •I hope this will be of help.
- •I hope I have been of assistance.
- •I wish you well in whatever course of action you decide upon.

EMAIL ATTACHMENT





Click on the 'paper clip' icon to attach a file - select the required document from the location on your device

CC & BCC IN EMAIL



SEND	Save Now Discard Labels ▼ Draft autosaved at 5:44 AM (0 minutes ago)
From To	Chris Hoffman primary.recipient@example.com, another.primary.recipient@example.com
Сс	for.your.information@example.com, also.fyi@example.com
Bcc	secret.person@example.com

To: the main recipient of the mail

Cc: Carbon copy – mark others who need to be aware of the mail (Eg. other team members) The recipients will be visible to all

Bcc: Blind carbon copy - mark those who need to be aware of the mail, however, the recipient will not be visible to others

EMAIL ETIQUETTE



- Always Spell check
- Use right Punctuation marks
- Keep your fonts classic
- A mail in 'Upper Case' is considered as shouting, use 'Sentence Case'
- Avoid proper words, avoid shorts forms, slang & jargons (Know that people from different cultures speak and write differently)
- Align the body of the mail
- Enter the recipient's email address <u>after</u> checking your mail
- Nothing is confidential--so write accordingly



EMAIL WRITING - 1



Activity:

Ms. Iskra Daware is your client. You have scheduled a meeting with her regarding monthly sales.

Write an email to Ms. Iskra Daware stating the following:

- You are not available for the meeting
- Reason for unavailability
- Alternate plan for the meeting



EMAIL WRITING - 2



Activity: You have received a job offer confirmation mail from HR

Write an email to HR.

- Thanking for the opportunity
- Showing your interest to accept the offer
- Requesting time for document submission with a valid reason.

ERROR CORRECTION



Dear John. Hi! Hi John

To everyone Hi everyone

To: All faculty members Dear all faculty members

Unfortunately, it was not what I'm afraid but it was not what I expected.

ERROR CORRECTION



If you need any further information, please do not hesitate to contact me.

If you need more information, please let me know

Tomorrow is fine. See you later.

Tomorrow is fine. See you then.

I hope you are acceptable

I hope that is acceptable with you.

Sorry for my late replying.

Sorry for my late reply.

Arrange in the format and choose right option



- 1. Good Luck
- 2. Thank you for your invitation to participate in the job fair. Unfortunately we will not be able to partner with you this year as we have committed to another event in Delhi, on the same day.
- 3. Warm Regards
- 4. RE: Invitation to participate in our job fair
- 5. Dear Ms. Poonam
- 6. We have had a very good association with you in the past and would like to continue that. Since you have your exhibition every six months, we will definitely participate next time.
- 7. Arvind Raja
- 8. SKCL Pvt. Ltd
- 9. Managing Director

Options

- A) 4, 5, 6, 2, 3, 1, 7, 8, 9
- B) 4, 5, 2, 6, 1, 3, 7, 9, 8
- C) 2, 6, 1, 7, 3, 9, 8, 5, 4