

# 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



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**To:** mrsmith@fakeemail.com

**CC:**

**BCC:**

**Subject:** Product XYZ Case Study Proposal **1. Subject Line** **Priority:** Normal

**Add Attachment**

No Attachments

Rich Text Plain Text Greeting Card

Verdana 2 (10pt) A B I U

Hello, Mr. Smith. **2. Salutation** **3. Message**

Sincerely, **4. Closing**  
Jane Doe

Jane Doe  
Jane Doe's Generic Company  
555-555-5555  
[JaneDoe@janedoegenericcompany.com](mailto:JaneDoe@janedoegenericcompany.com)  
[janedoegenericcompany.com](http://janedoegenericcompany.com)  
[LinkedIn](#) **5. Signature Block**

# 1. SALUTATION

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.



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### 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

- Please accept my apologies.
- 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

**Course books for the next batch**

Team Members

Course books for the next batch



























Dear Colleagues,

This is to inform you that we have used up all the books that had been ordered for this batch.

I would like to request you to place your orders for books for the next batch, depending on the enrollments that you are expecting. I suggest that you order 25 to 30 additional books in case of late admissions. Please put in your request by the end of this week.

Thank you.

Regards,

 Sans Serif ▾                          

# CC & BCC IN EMAIL



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SEND Save Now Discard Labels ▼ Draft autosaved at 5:44 AM (0 minutes ago)

From

Chris Hoffman [REDACTED] ▼

To

primary.recipient@example.com, another.primary.recipient@example.com

Cc

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



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- 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 after 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 expected.

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



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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