
Formal Business E-mails

writing



Interesting note:

E-mail and **email** are both correct ways to spell the same word.

Parts & Layout

—

Address —

Subject Line —

Greeting —

Opening —

Body —

Closing —


Closing
greeting —




















Send Save Now Discard

To:

[Add Cc](#) | [Add Bcc](#)

Subject:

 [Attach a file](#) Insert: [Invitation](#)

B *I* U ~~ABC~~                   

Do's & Don'ts

for formal email writing

Do's

- Use formal expressions for each part of the email like greetings, body... (see further on)
- Use formal connectors and linkers (see AULA VIRTUAL)
- Use paragraphs to help keep the email clear and easy to understand
- You can also use numbers or bullet points to make the information clearer

Don'ts

- Write 'Hello/ Hi' or informal expressions you would use with friends or in other contexts
- Use capital letters to write whole words as this is considered shouting
- Use different fonts in the email (as the recipient's computer might not have these)
- Use acronyms such as BTW (exceptions following) nor emojis
- Use contractions like don't, I've, I'm...etc

Abbreviations

Formal abbreviations

⇒ In business emails it's generally better to use the full forms **but** latin abbreviations like "e.g.", "i.e.", "NB", "a.m.", "p.m.", "PS" and "etc." can be used in all kinds of emails. The most frequent are:

R.S.V.P. – "respond, if you please" in French. Used on invitations and special events and intended to be responded to with a "yes, we will attend," or "no, we will not."

P.S. – "post script" to include an extra thought that was intended to be included but forgotten (more common in typewritten letters when you couldn't go back)

E.T.A – "estimated time of arrival" and is used as a guess for when one expects to arrive while traveling.

E.g. – **exempli gratia**, which means, "example given."

i.e. – **id est**, meaning, "that is."

Etc – short for **etcetera**, which means "and other things."

Viz – **videlicet**, meaning "namely."

N.b – **nota bene** "take notice," or "note well." **For important information**

⇒ The dots after "Mr.", "Ms.", "Mrs." and "Dr." aren't needed in British English.

Useful language & formal expressions

Tips & useful language

SUBJECT LINE

1. To catch reader's attention
 2. Brief and specific
 3. Avoid UPPERCASE
-

Tips & useful language

OPENINGS

Opening greeting

1. *"Dear Mr/ Ms + family name"* or *"Dear + first name"*
2. *"Dear Sir/ Madam"* or *"To:"* with a description of who it is going to
3. Modern style uses no commas.

Opening line

1. For recent previous contact, it's a good idea to mention it in the first line of your email.
 2. If not then start by saying your reason for writing.
 3. If you write to someone for the first time, tell them how you know about them.
-

Tips & useful language

MAIN BODY

1. Avoid one-sentence paragraphs in the body of the email.
 2. Paragraphing in emails is the same as paragraphing in essays and reports.
 - Either leave a blank line between paragraphs or put an indent at the beginning of the new paragraph (= a space), but not both.
 3. State the most relevant and interesting information with short paragraphs (3-5 sentences)
-

Tips & useful language

ENDINGS

Closing line

1. Be polite, formal and make sure you thank your recipient
2. Mention the next contact between you in your final line
3. Make yourself available to build relationships

Closing greeting & signature

1. Use variety, thinking carefully about friendliness and formality
 2. In formal emails, it's useful to give your title (Mr, Ms, etc) in brackets after your name.
 3. Yours sincerely (if you know their name) Yours Faithfully (if you don't know their name)
Regards / Kind Regards / Best Wishes
-