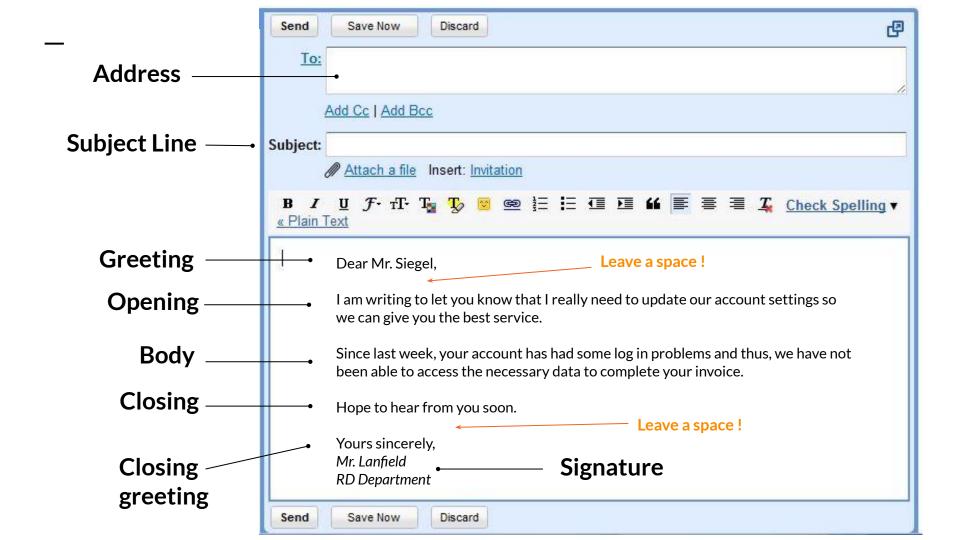
Formal Business E-mails

writing

Interesting note:

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

Parts & Layout



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

SUBJECT LINE

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

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.

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)

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