

Writing for Communication: Formal E-mails

Answer the following questions.



What do you usually write?



In what language do you usually write?

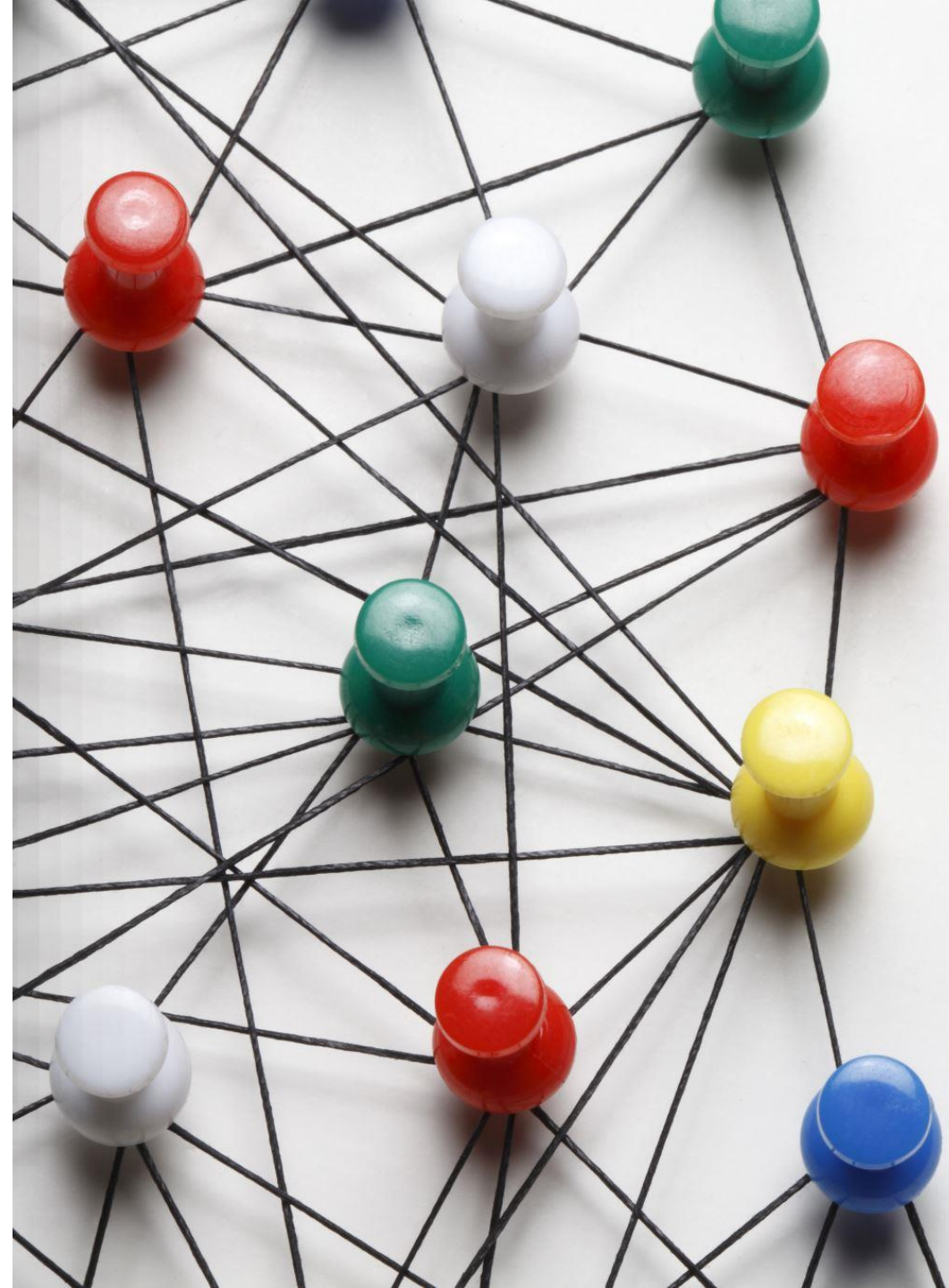
Importance of writing

- Why do we need to write?
- Let's watch a short video.
- The speaker gives 10 reasons why writing is important.
<https://www.youtube.com/watch?v=u0GWQpTRrBo>
- Pick out 3 important reasons out of those 10. Give the ones which are important for you.



10 Reasons

1. Develops social skills
2. Essential for communication
3. Develops better organizational and decision-making skills
4. Inquiry skills can be developed
5. Teaches you something about yourself
6. Improves memory
7. Encourages creativity
8. Gives us a purpose and importance
9. Can prove a side of an argument
10. You will always have to write.



**Answer the
following
questions.
Take 5 minutes.
What are the
main challenges?**

1. What is your preferred mode of communication? Give reasons.
2. What are the challenges you would face when attempting writing tasks in English at university?
 - Discuss and make notes.

Writing e-mails

Can you guess how many emails an average professional receives in a day?

- 25
- 40
- 85
- 110



What do
you think of
this e-mail?

To: manager@huwei.com

Subject: I need jobz

der manager,

I wud like 2 apply 4 da job in customer service. I
saw ur job on FB. I got my resume and added it to
da email. I

wud appreci8 ur response. -Tiron S.

Request to Nlearn issues Dear medam, I am ~~M.A. Jaisan Rathnayaka~~
~~Business Administration~~ student(19.1 batch). I have viva presentation on 30th
july but my Nlearn is not access, so request you to make it accessible a
little faster miss. ~~M.A. Jaisan Rathnayaka~~...

1 ✓



This message was sent with High importance.



~~M.A. Jaisan Rathnayaka~~ <~~M.A. Jaisan Rathnayaka~~@gmail.com>

Wed 7/28/2021 11:59 AM

To: Piyumi Wickramasinghe



22089401

NIC/Passport:

199886010434

Mobile Phone:

0764690209

Email:

~~M.A. Jaisan Rathnayaka~~@gmail.com

NSBM Email:

~~M.A. Jaisan Rathnayaka~~@nsbm.ac.lk

Faculty:

Sent from my Huawei phone

~~AA~~ Workshop Presentation and Infographic

📎 1 ✓ +



~~AA~~ ~~AA~~

Wed 9/8/2021 10:02 PM

To: Piyumi Wickramasinghe

Dear Miss Piyumi,

Thank you for taking the time from your schedule to go through the presentation, the workshop team will have a look at the comments and answer your questions as soon as possible.


Thank you,
Kind regards,

~~AA~~

...

👍 ↶ ↷ ➡ ...

Bridging Program Time Table (Non- Commerce Students)

2 ✓ 



[Redacted Name]

Tue 10/6/2020 2:49 PM

To: Piyumi Udeshinee



MOHE Bridging Program...

91 KB



Dear Ma'am!

This is to get clarification about a forwarded email by Ms. [Redacted Name] regarding the Bridging program Timetable.

As we were informed that we are the batch 20.2 yet in this attached timetable it is mentioned as 20.1 fast track, this leads to misunderstanding and would like to get clarified. I was wondering if you could let me know how the degree period will be calculated with this 20.1 fast track program and this fast track timetable and the given timetable for batch 20.2 gets clashed.

Please be good enough to pay your kind regards to the mentioned issues and I will be looking forward to hearing from you.

Thanks in Advance.

Kind Regards,

[Redacted Name] (BA. Business Communication 20.2)



Meet Now



Move to ▾



Categorize ▾



Snooze ▾



Undo



Lecture - 14 September - 9.00
in 8 min

Good morning madam,i am **romain** , last week we wrote a business letter, but i couldnt upload that to n learn, what will i do that madam?can you help me?



~~Piyumi Wickramasinghe~~ <~~piyumi.wickramasinghe@gmail.com~~>



Mon 9/13/2021 8:43 AM

To: Piyumi Wickramasinghe


Reply

Forward



Thu 11/25/2021 10:49 AM

To: Piyumi Wickramasinghe

Good morning ma'am. I'm  from the batch 21.2 from FOB. Ma'am can I know whether the common exam we are having in the end of semester online or physical. Thank you.

Sent from [Mail](#) for Windows 10



ST Maddock

Thu 11/25/2021 10:44 AM

To: Piyumi Wickramasinghe



Student Name : Shelomi Theresa Maddock

Student ID : 24476

Batch No. : 21.2 Batch

Module Name : Business Communication [MGT 1132]

Good Morning!

Dear Madam,

This is regarding the mode of conduct of the final examination. I would like to know whether the final examination would be held via online mode or through the physical conduct of examinations. Therefore, madam could you kindly inform me regarding the mode of conduct of the final examinations for batch 21.2?

Thanking you,
Yours Faithfully,

Shelomi Maddock

Top 10 complaints about email practice

Vague subject line

No greeting

No sign off

Poor formatting

Vague messages

Tell me what to do

Unfriendly tone

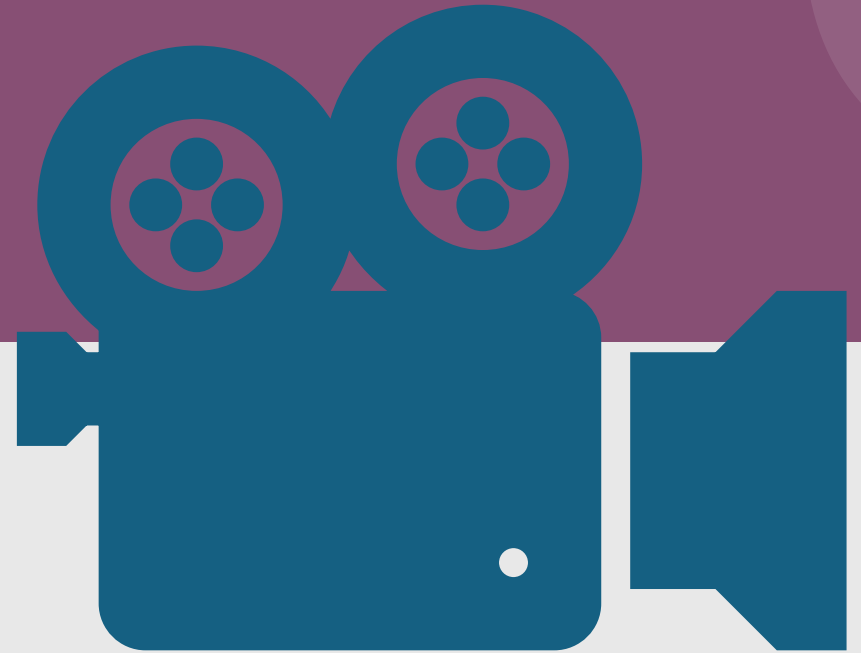
CC to the whole world

Bad grammar, bad spelling and bad punctuation

Rushed messages

Let us watch the video!

https://www.youtube.com/watch?v=vwghro1_8Rs



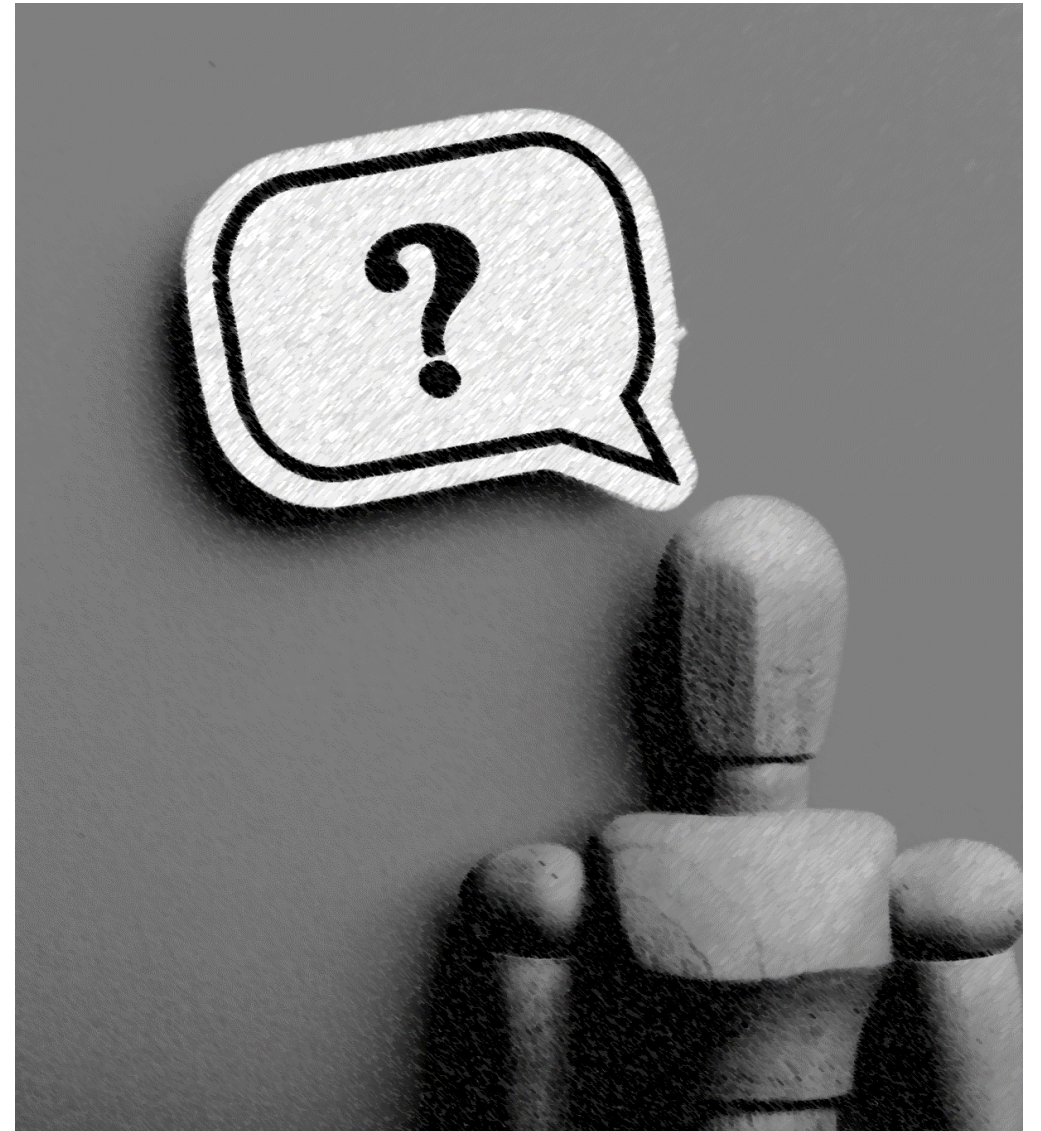
E-mailing Etiquette / Netiquette

1. Only discuss public matters
2. Briefly introduce yourself
3. Don't e-mail angry
4. Use exclamation points sparingly
5. Be careful with confidential information
6. Respond in a timely fashion
7. Refrain from sending one-liners
8. Avoid using shortcuts to real words, emoticons, jargon, or slang
9. Keep it clean
10. Be clear in your subject line



E-mailing Etiquette / Netiquette

11. Don't get mistaken for Spam
12. Your subject line must match the message
13. Provide a warning when sending large attachments
14. No more than two attachments, and provide a logical name
15. Send or copy others only on a need to know basis
16. Beware of the "reply all."
17. Pick up the phone
18. Evaluate the importance of your e-mail
19. Maintain privacy
20. Keep it short and get to the point



E-mailing Etiquette / Netiquette

- 21. Know your audience
- 22. Always include a signature
- 23. Only use an auto-responder when necessary
- 24. Train your staff
- 25. Your e-mail is a reflection of you



E-mail Format

From :

Date :

To :

CC :

Subject :

Salutation

.....
.....
.....
.....

Thank you

Digital Signature

Designation

Affiliation

Activity

- Think of a time you had to write an email to any of your module lecturers about some issue related to the module. Write that email.

Read these two e-mails.

(Please note that the names, course codes, and email addresses in this email are fictitious.)

To <Dr. Kamal Perera>
kperera@ou.ac.lk

Subject: Assignment

Hi Kamal Sir,

This is Nirmal and I am in Year 3. Can I submit my assignment late? I am busy with my office work.

Thanks,

Nirmal

To <Prof. Nilan Dasanayaka> dasana@ou.ac.lk

Subject: Request for recommended readings
MGT3025

Dear Professor Dasanayaka,

My name is Ajantha Ranasinghe. I am a Year 3 student in the BSc Management programme. This is regarding the recommended readings in the course material for MGT3025. I would like to bring to your notice that the books mentioned in the list are not available in the library. I would be grateful if you could make arrangements to have copies of those books in the library.

I look forward to hearing from you.

Thank you.

Yours sincerely,

Ajantha Ranasinghe

(Registration Number)

Let us rewrite this
e-mail.

To: manager@huwei.com

Subject: I need jobz

der manager,

I wud like 2 apply 4 da job in
customer service. I saw ur job
on FB. I got my resume and
added it to da email. I

wud appreci8 ur response.

–Tiron S.

Let us re-iterate the basics!

- Always use a SMART Subject line.
- Briefly introduce yourself
- Don't email angry
- Avoid ALL CAPS
- Watch out for auto-correct!
- Don't forget your greeting and complementary close
- Know your audience
- Use your magic words
- No more than two attachments, and provide a logical name
- Refrain from sending one-liners, emoticons and slang



- Your e-mail is a reflection of YOU!

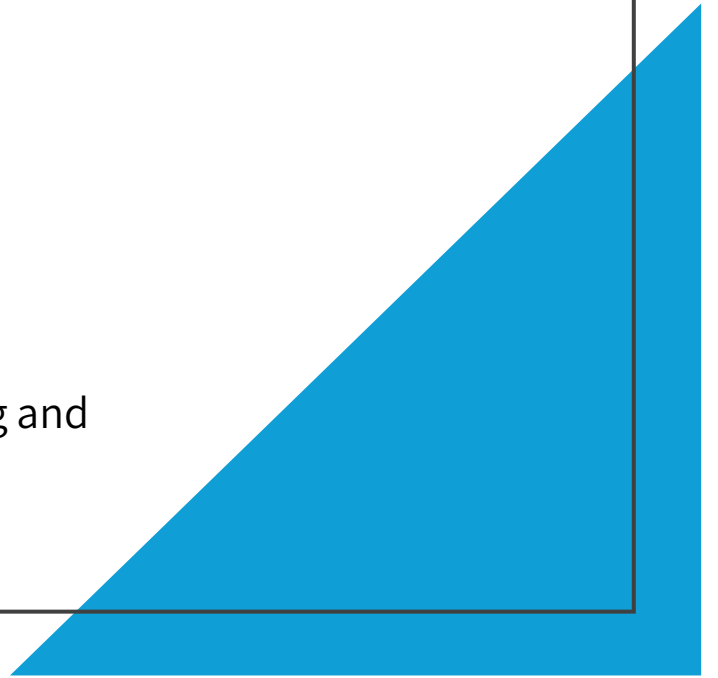
In Class Spot Test

Write an e-mail for the following situation:

Imagine you are unable to attend a lecture session due to an unavoidable circumstance. Write an e-mail to your lecturer, informing her/him of this.

- Politely excuse yourself from the class session
- Explain the reason for your absence
- Request for a time to meet and clarify any doubts

Make sure you follow the general format of an e-mail - include a suitable greeting and complementary close.



Q&A

