

# 1 formal or informal business english online

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Understanding Formal and Informal English in Business\*\*

### **Definition of Formal and Informal English**

In business, both formal and informal English are used depending on the context and level of formality required. Formal English is characterized by its precise language, adherence to grammar rules, and avoidance of colloquialisms and slang. Informal English, on the other hand, is more relaxed, conversational, and commonly used in everyday settings.

### **Formal and Informal Business Communication**

The distinction between formal and informal communication in business is crucial to maintain professional etiquette and build strong relationships. Formal communication is typically used in written documents such as reports, contracts, and official emails. It employs a respectful and objective tone, using complete sentences and appropriate salutations.

Informal communication, on the other hand, is more commonly found in internal emails, instant messages, and informal conversations. It is characterized by a conversational style, using contractions, casual greetings, and personal anecdotes.

### **Formal and Informal Email Etiquette**

#### **Starting an Email Formally**

- Use a formal salutation such as "Dear [Recipient Name]" or "Greetings [Recipient Name]."
- Clearly state the purpose of the email in the subject line.

## Ending an Email Formally

- Use a polite closing phrase such as "Sincerely," "Best regards," or "With kind regards."
- Include your full name and professional title.

## Example of Formal and Informal English

- **Formal:** "I am writing to inquire about the availability of the conference room on Wednesday, March 15th."
- **Informal:** "Hey Jane, wondering if the conference room is free on 3/15?"

## Importance of Using Appropriate Formal or Informal Language

Using formal or informal language appropriately demonstrates professionalism, respect, and the ability to adapt to different communication situations. By tailoring your language to the appropriate context, you can build stronger relationships, communicate effectively, and achieve your desired outcomes.

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