

5118008 English for Software Developer

# E-mail like a Pro

(in Software Engineering Workspace)

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# What is E-mail?

- E-mail is one of the most widely used methods for software developers to transmit messages and files asynchronously
  - works as the official contact point
  - regarded as a legal document
- A message should be clear and concise for effective technical communication in workspace
  - understand and follow the convention

# Example

From Yxxxx Cho <[yxxxx@xxx.com](mailto:yxxxx@xxx.com)>  
To Shin Hong <[hongshin@gmail.com](mailto:hongshin@gmail.com)>  
Cc Zxxx Lx <[zxxxx@xxx.com](mailto:zxxxx@xxx.com)>  
Date Mar 28, 2024, 5:25 PM  
Subject Meeting for experiment planning

Dear Prof. Hong

As we have discussed yesterday, we may start a meeting to plan for experiments. How about 10 am next Wednesday?

Best,  
Yxxxx Cho

- - -

Yxxxx Cho, PhD/Director  
XXXXX Research Center  
XXXX XXXX XXX XXX, South Korea  
email: [yxxxx@xxxx.com](mailto:yxxxx@xxxx.com)  
web: <http://xxxxxxxxxxx.ac.kr>

# Recipient Model

## AVERAGE TIME SPENT COMPOSING ONE



- Receive 50~100 important email a day
- Have an hour a day to handle all e-mails
- Manage multiple tasks simultaneously
- Work tightly together with multiple collaborators
- Often use cell phone
- Never check spam mailbox

# Header

- **From:** email address and name
- **To:** one or multiple email addresses and names of recipient(s)
- **Date:** the local time and date when the message was sent
- **Cc** (carbon copy): one or multiple email addresses and names of recipient(s) who receive the same mail for their references
  - often, a group of persons that the sender represents
- **Bcc** (blind cc): given when transmitted, but does not appear at the header
- **Reply-to:** address used to reply to the message

# Subject

- A single line of summary
  - conventions
    - RE:, Re: , FW:, Fwd:
    - RSVP
    - URGENT, ACTION REQUIRED
- Guidelines
  - Be clear and avoid ambiguous language
  - Be descriptive
  - Keep it short (less than 40 characters)
  - Ask question, if needed
  - Be personalized

# Main Text: Starting Phrase

- Greeting with proper title and name
- Examples
  - Dear Professor Shin Hong,
  - Dear Prof. Shin Hong,
  - Dear Prof. Hong,
  - Prof. Hong,
  - Mr. Hong,
  - Hi Shin,
  - Good morning Shin,
  - Dear all,
  - Hi team,
  - ~~• Dear Professor~~
  - ~~• Dear Prof. Shin~~

# Main Text: Opening Line

- If do not know the person, it would be good to introduce yourself
  - Examples
    - My name is Shin Hong, and I'm a professor in computer science department from Chungbuk National University, South Korea.
    - I am Shin Hong and I am seeking a chance to visit your company to discuss about collaboration possibilities.
- Express your purpose
  - Examples
    - I am writing to ask for details about ...
    - I am writing to inform you that ...
    - I am writing to say thank you very much for ...
    - I am writing to apply for ...



# Main Text: Supporting Paragraphs

- Write one or two paragraphs to explain context or to provide details
- Keep a paragraph short and simple
  - make a paragraph have two or three sentences
- Start a new paragraph when you switch to a new topic
- If your e-mail requires specific response of the recipients, it must be short and single-minded
  - if you have multiple concerns, write each concern in a separate e-mail (possibly, with a different subject)

# Main Text: Closing Remark

- Farewell or a reminder of what you expect
- Examples
  - Thank you
  - Thanks for your time and consideration
  - If you have any question, please feel free to ask
  - Please let me know if you have a question
  - I am looking forward to your reply
  - I look forward to your response
  - I look forward to hearing from you soon
  - I look forward to meeting you next Tuesday
  - Please let me know if there's anything else I can assist you with.
  - I await your instructions regarding the next steps.

# Main Text: Ending Phrase & Signature

- Ending Phrase Examples
  - Regards,
  - With best wishes,
  - With many thanks and best wishes,
  - Yours sincerely,
  - Yours faithfully,
  - Yours truly,
- Signature
  - Affiliation
  - Position title or job title
  - Contact information (e.g., e-mail, website, postal address)

# Other Guideline

- Reply it back to the sender within 48 hours
  - or, send an excuse of late reply
- Reply-all if your answer matters to all recipients
  - reply to only cc'ed if there are too many recipients
  - unless your privacy matters
- Never send without any title or main text
  - or, suspected as spammer
- Use scheduled send, if needed
  - to be delivered in daytime
  - avoid sending an email at weekends since such an email can be easily missed out