

Drafting Formal Emails

Drafting emails

- Subject line

Always have a subject line that summarizes briefly and clearly the contents of the message

(example: Re: Summary of Our Meeting with ABC Suppliers).

Drafting emails

- Simplified Sentences

Don't make your email look overcrowded by trying to use too many technical terms or long words.

The most common mistake that many of our students make is to translate directly from their own language. This can often lead to confusing sentences.

KISS - Keep it short and simple

Drafting emails

- Think of who your reader is going to be

Is it a colleague, a client or your boss?

Should the email be informal or formal?

Be careful of the context

Drafting emails

- Be very careful of capital letters, punctuation, spelling and basic grammar
- Think about how direct or indirect you want to be
- Be positive!
- Get feedback

Drafting email

Clear purpose

Clarity and conciseness

Awareness of audience

Appropriate tone

Attention to form

Organizing messages

Routine messages via email

Essential communication practice among companies, clients, and vendors

Changes, updates, and news

Request, reply, goodwill messages

Opening : State the main idea

Body: explain and justify

Closing: Request action and conclude with a courteous tone

To place order:

Opening: Authorize the purchase

Body: specific items or services, quantities, dates, and payment methods

If you are ordering many items list them vertically

Closing : Tell them how to pay

Direct claim

Opening: State purpose of request

Present a clear statement of the problem

Body: Explain objectively with specifics of claim

Closing: Request for action

Include an end date if applicable

Letters of recommendation

Opening: Identify information of the candidate

Body: Include supporting statements with details

Closing: Make an overall ranking of the candidate

Provide a telephone number for more information

Skillful organization

Keep sentences / paragraphs short

Know your focus and complete the information

Leave out unnecessary detail

Make paragraphs coherent

Restating the key points

Choose the right level of formality

Accentuating the positive

Be courteous

Email sample 1: A request

Subject: Extension on Report Deadline

Dear Mr./Ms. {Recipient's sir name},

I am writing this to request you for an extension on the XYZ project report which is due on {date}. My mother has taken ill unexpectedly, and I must leave for home tonight. I'm afraid it will take me a week before I can return to the office and complete the report.

Kindly grant me an extension till {date} for the same. I promise to deliver the project report by then.

Sincerely,

{Your name}

{Phone number}

Tip: Always state your request as clearly as possible, and supply it with a legitimate reason to make your case stronger.

Email sample 2: A question

Subject: Enquiry about Conference Centre Timings

Dear sir/madam,

I am writing to enquire about the timings for the conference centre at {place}. Our company is hosting a delegation from {place} and is interested in booking the centre for an important corporate event on {date}. I checked your website but could not find the information I require.

If you could kindly send across the timings when the conference centre is available, we can design an itinerary at the earliest and share the schedule with you to initiate the booking procedure.

Looking forward to an early response.

Thanks,

{Your name}

{Phone number}

{Designation, company}

Tip: Formal emails often use indirect questions instead of direct ones (for instance, *This is an enquiry about the timings...*, instead of, *What are the timings for...?*).

Email sample 3: A complaint

Subject: Complaint against Gender Discrimination in the Office

Dear Mr./Ms. {Recipient's name}

This is to bring to your notice an instance of discrimination on the basis of gender in the office. I was due for a meeting with {name, department} this month, and was surprised to see that I was dropped from the plan at the last minute. In a conversation with {name of offending person} on {date} about it, I was told that the move was taken because they did not feel I would land the deal as a woman and that “it was best left to the men”.

I have worked tirelessly in {Name of Company} for the last {Time Period}. Given the reputation of {Name of Company} as a female-friendly and discrimination-free workplace, and I am appalled at being treated like this.

I have previously raised this issue privately with {name of offending person} but failed to receive an apology or a satisfactory response. I wish to pursue this further with this official complaint and come to a swift and fitting solution with the help of Human Resources and other members of Management.

Hoping to see this matter dealt with at the earliest,

{Your name}

{Phone number}

Tip: Formal complaints should be strongly worded, but without losing the tone of professionalism. While putting down your grievances, make sure your email does not end up looking dramatic or undignified. It is important to state the issues or events causing offence as clearly as possible, but also in brief.

Email sample 4: A response to a query/complaint

Subject: Response to complaint dated {date}

Dear {Name of Complainant},

I would like to apologise for the disappointment caused to you on behalf of the company. I assure you that your complaint has been forwarded to the concerned department and strict action is being taken to rectify the situation.

Your satisfaction with our services and your feedback as a client are of the utmost importance to us. I would be happy to answer any further queries while we look into this matter.

Thank you for your patience.

Best regards,

{Your name}

{Phone number}

{Designation}

Tip: Always keep your tone friendly and reassuring when dealing with complaints and grievances. At no point in your email, should you attack the sender with any counter-questions or lose the attitude of formality.

Email sample 5: An announcement or statement

Subject: New member in the team!

Dear all,

I am glad to introduce you to {name of person}, who will be assisting us as an intern for the next 6 months. He is a third-year Economics student at {name of institution}, and is excited about joining the team.

I hope to see you all welcome him into the office and provide him with your help and feedback wherever necessary.

Fond regards,

{Your name}

Tip: Convey happiness or excitement in formal emails only with words and appropriate amounts of punctuation, like the occasional exclamation point.

The 5Ws and 1H

- ❖ Who - receiver of the document
- ❖ Why - are you writing the document
- ❖ What - is the information
- ❖ Where - is the receiver's location
- ❖ When - is the best timing
- ❖ How - will you organize the information

The 5Ws and 1H

- ❖ Provide all necessary information
- ❖ The five W's
 - ❖ Who
 - ❖ What
 - ❖ When
 - ❖ Where
 - ❖ Why

Drafting Email: 1

You are the student co-ordinator of Masterchef IIIT Delhi, themed around Indore street food. Write an email to the entire IIIT Delhi student community announcing the various stages in the participation process.

Drafting Email: 2

You have missed submitting an assignment which constitutes a major portion of your final grade. Please draft a request email to the concerned faculty explaining the reason for the delay and requesting a resubmission.