

Subject Line

The subject line is what the reader sees in their inbox. If the subject line is misleading or missing information, your email may not get read. The message may even be sent to spam. The more formal your email is, the more detailed your subject line should be. But beware of making your subject line too long.

Here's an example of a formal email subject line:

Required Student Meeting: December 5th, 9:30 a.m.

Compare that subject line with this informal email subject line:

Upcoming Meeting

Salutation

The salutation directly addresses the person you're sending the email to. It's always used in formal email messages, but sometimes skipped in informal messages. Here are some examples of formal and informal salutations:

If you're sending the email to a group, address the entire group. Here's an example:

Dear Students,

If you've got the person's name you want to send the email too, it's proper to use their name along with any title the person has. Here's a sample formal salutation for an individual:

Dear Professor Smith,

Dear Mr/Mrs/Ms (surname of the recipient, e.g. Mr Black)

Dear Sir/Madam (if you don't know the name of the recipient) or more generally 'To whom it may concern'

Introductory sentence

That indicates clearly the reason for writing and is consistent with the subject of the email. Introduce yourself briefly (long texts often discourage people from reading them), then follow on with:

- I am writing with regard to... (email subject)
- I am writing in connection with... (email subject)
- I am writing in reference to...
- I'm reaching out because...
- As you may know, our department is currently looking for someone to...
- A colleague of mine recently informed me about a job opening in your company, and so...
- You mentioned in our last meeting that you wanted to focus on content strategy, so I suggest that...

My name is Jordan Smith. I am the professor of Statistics for XYZ University. This message is for all current students.

If you're writing an email to send information, you can start with one of the following sentences:

- I am writing to let you know...
- I am delighted to tell you... (if you're communicating good news)
- I regret to inform you that... (if you're communicating bad news)

If instead you're replying to an email you received, you can say:

- I am writing in response to...
- I am writing in reply to...
- I am writing to thank you for... (if you need to thank the recipient)

MENTION THE ACTION NEEDED

- Let me know what you think about my ideas/suggestions.
- Let me know when you would be available to meet next week.
- Please review the following attachments before our next meeting.
- Can you please review the agenda for the meeting and let me know if you have any suggestions?

Closing statement

Based on the type of message you're sending, there are various ways to write a final invitation before ending the email, such as:

- I look forward to hearing from you soon
- Thank you in advance
- For further information, please do not hesitate to contact me
- Please let me know if you have any questions
- Thanks for your attention
- Feel free to reach out if you have any questions.
- Let me know if you need any clarification.
- Please let me know if you have any feedback or suggestions.
- Don't hesitate to let me know if you need more time.

Conclusion

The most common way to end an email are:

- Best regards
- Kind regards
- Yours faithfully (if you began the email with 'Dear Sir/Madam' because you don't know the name of the recipient)
- Yours sincerely (if you began the email with 'Dear Mr/Mrs/Ms + surname)
- Regards

Here's an example of formal email language:

The meeting is scheduled for December 5th at 9:30 a.m. All students must attend. Your project updates are needed.

Examples of formal emails in English.

Example 1: Delay with the delivery of an order

From:

To :

Cc :

Bcc:

Subject: Delivery delay

Dear Mr xyz

We regret to inform you that we will not be able to respect the deadline previously agreed for the delivery of your order. Our supplier has warned us today that they are experiencing supply problems, which will result in a delay in our production chain. We count on your understanding and thank you for your patience.

Please accept our apologies.

Best regards,

...

Example 2: Replying to a job advertisement

From:

To :

Cc :

Bcc:

Subject: Web Content Editor position

Dear Sir/Madam,

With reference to your job ad in xxx, I would like to submit my application for the position of Web Content Editor in your company.

I graduated in Communication Sciences at the University of xxx and worked for several years in a Digital Agency as Content Specialist. I believe my skills and experience are in line with the requirements for the job position. I will be glad to introduce myself in an interview, that will allow you to better evaluate my possible recruitment.

Please find attached a copy of my resume. I look forward to hearing from you.

Yours faithfully,

...

Example 3: Sending a product catalogue

From:

To :

Cc :

Bcc:

Subject: New product catalogue

Dear Ms.Chapman,

Following your request, we have recently sent you our new catalogue. We are convinced that it will enable you to see the quality of our products. Our local agent will contact you soon to arrange a meeting on a day and time that suits you in order to discuss in detail how our products can be of benefit to your company's needs.

For further information, please do not hesitate to contact us.

Yours sincerely,

...

Example 4 - A mail for resignation.

From:

To :

Cc :

Bcc:

Subject: Resignation Letter

Dear Sir,

Please accept this mail as a notice that I am leaving my position with this organization. As per the norm of the company I've to give a month notice before resigning. I hope you will get a good replacement for me within this time period.

I really appreciate the opportunities that I have been given to me to help me grow. Wish you and the company the best in the future.

Please let me know what to expect as far as my final work schedule and the employee benefits. Please let me know in case of any assistance for the above.

Kindly look into the matter.

Thanks and Regards

LMN

(Project Head)

Sample 5 – Job application email

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Job Title, Job Reference Number (mentioned in Job Description)

Dear Mr./Ms. (Hiring Manager's Name),

I recently came across a job on your portal, which I am interested in applying for. The position of Software Engineer at ABC Company (Job Ref. No.) and its requirements completely matches with my skills and qualifications.

I have recently graduated in Software Engineering from XYZ College and I am currently looking to apply my knowledge and skills in an organization of repute like (Company Name).

As a qualified Software Engineer, I am adept in application development & enhancement and believe that will prove to be an asset for the company.

Please take a minute to go through the attached cover letter and CV for your consideration. It would be a pleasure if I can hear back from you regarding my job application for (Company Name).

Sincerely,

Your name

Phone number

Designation

(Signature line)

Sample 6 – Resignation mail

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Resignation (your name)

Dear Mr./Ms. [Supervisor's Last Name],

This email is to notify you that I am resigning from my position here as [position title], effective [date].

Thank you for all the opportunities you have provided me over the years. I have enjoyed my time working for this company and have learned so much. I am also grateful for your kindness and encouragement as well as the kindness of my colleagues.

Over the next [period of time], I will complete all my projects and make myself available to train a replacement for my duties. Please let me know if I can do anything to help make this transition easier. In the future, you can always contact me on my non-work email, [email address].

Sincerely,

Your name

Phone number

Designation

(Signature line)

Sample 7 – A request

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Extension on report deadline

Dear Mr. /Ms (Recipient's last name)

I am writing this to request you for an extension on the XYZ project report which is due on (date). My brother has met with an accident, and has got severely injured; therefore, I must leave for home tonight. I am 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

Designation

Informal words	Formal words
To tell/inform	To request
I am sorry	I am afraid
Come	Return
To give	To deliver

(Signature line)

Sample 8 – A response to a query or a complaint

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Response to the complaint dated (date)

Dear Mr. /Ms (Recipient's last name)

I would like to apologize for the disappointment caused to you on the behalf of the company. I assure you that your complaint has been forwarded to the concerned department and stringent action has been 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 the matter.

Thank you for your patience

Best Regards

Your name

Phone number

Designation

(Signature line)

Sample 9 – Announcement or a statement

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: New member in the team !

Dear all,

I am glad to introduce you all to (name of a person), who will be assisting us as an intern for the next six months. He is a Final year Accounts student at (name of the institution), and is thrilled about joining the team.

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

Thank you for your cooperation.

Best Regards

Your name

Phone number

Designation

(Signature line)

Sample 10 – Congratulatory mail

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Congratulation on opening new branch

Dear all,

I would like to congratulate you all on the opening of a new branch of your service center. It gives us immense joy and pleasure that we have managed to open a new franchise branch at (place) which could not be possible without the team effort . From the beginning of your journey, you all have worked so hard. It's no doubt your planning and proper resource management that has resulted in this success of our new branch.

I hope this branch will be much more successful and you all will make this project a success.

Thank you for your cooperation.

Best Regards

Your name

Phone number

Designation

(Signature line)

Sample 11 – To schedule a meeting with someone you know

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Schedule a meeting

Dear [Recipient Name]

My name is [...] and I am contacting you on behalf of [company name], which is [describe company activities].

I would like to request for a meeting with someone from the [management/marketing department/etc...] to discuss [topic or topics].

Anytime between [date and time 1] and [date and time 2] would be great but I am more willing to adjust to another convenient date and time of your choice.

Thank you very much for your time. I look forward to hearing from you.

Best Regards

Your name

Sample 12 – To give bad news

From : (Sender's email)

To: (Recipient's name)

Cc/Bcc: (Email if others whom you have to send the same mail)

Subject: Cancellation of your credit card

Dear Miss Sharma,

I regret to inform you that due to a mistake on our computer system, your credit card account with ourselves has been cancelled. As a result, you will not be able to use the credit card. I apologise on behalf of our company for this situation happening.

Unfortunately, due to banking regulations we are not legally able to change your account's status from cancelled to active. In order to change the status to active, you will have to reapply for the credit card account again. Once you have done this, we will re-issue you with a new card as quickly as we can.

Please find below a link to the web page to reapply:

www.bankcards.com/creditcard/appform.html

As a way to recompense you for any trouble this has caused, we will credit your account when active with Rupees (state the amount).

If you have any questions, please don't hesitate to contact me by email (on SShah@bankcards.com) or by phone (on 011 7433123).

Please accept my apologies for any inconvenience this may cause.

Yours sincerely,

Phone number

Designation

(Signature line)

S.Shah

Customer Services Analyst

Sample 13 – Can't attend a meeting

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Regarding the meeting dated (.....)

Dear Mr Sharma,

Thank you for the invitation to the review meeting on the 12 July. Unfortunately, due to a prior commitment that I am unable to change, I will not be able to attend the meeting.

If you need to contact me, please do not hesitate to do so on my mobile, 6902341899.

I apologise for any inconvenience this may cause.

Yours sincerely,

Phone number

Designation

(Signature line)

Sample 14 -convince somebody to go to a meeting they said they can't go to

From : (Sender's email)

To: (Recipient's name)

Cc

Bcc: (Email if others whom you have to send the same mail)

Subject: Regarding the meeting dated (.....)

Dear Rahul,

Thanks for getting back to me about the meeting.

I appreciate that you're very busy at the moment. As I said in the invitation I sent you, in the meeting we're going to be looking at the problems we've had with the loss of customer data. To be honest, we still don't know the full extent. We may have lost the data for 1,000 customers or 500,000. In addition, there is also some indications that it could have been stolen.

As you can imagine, no matter what the cause, it's going to have major consequences on the company. That why we need to be fully prepared for any eventuality. And that's the reason why we felt that your attendance was necessary.

If you could reconsider attending the meeting, we'd all appreciate it.

Regards,

Phone number

Designation

(Signature line)

Sample 15 - Emails to thank people

From : (Sender's email)

To: (Recipient's name)

Cc/Bcc: (Email if others whom you have to send the same mail)

Subject: Work appreciation!

Dear All,

I would just like to make you aware that our company has won the contract to supply photocopiers to the Central government for the next 3 years.

I would like to thank you all for the meticulous work you have done over the last four months. The winning of this contract is recognition of both all your hard work and the dedication that you have made over the years to make our company great. This wouldn't have been possible without you.

Thank you,

Phone number

Designation(CEO)

(Signature line)

Sample 16- Emails to reject a business offer

From : (Sender's email)

To: (Recipient's name)

Cc/Bcc: (Email if others whom you have to send the same mail)

Subject: Rejection of business offer.

Dear Mr Rahul,

Thank you for your enquiry about supplying our company with new photocopying equipment.

Unfortunately, we are currently not in need of replacing our existing photocopiers. We recently entered a new 2 year contract with our existing photocopier provider.

You would be more than welcome to contact us again when our current contract is up for renewal.

Yours sincerely,

Phone number

Designation(Office manager)

(Signature line)