

EMAIL WRITING FORMAT

From:

To:

CC/Bcc:

Subject:

Salutation:

Main body:

Closing:

Attachments:

Signature line:

Salutation/ greetings	<ul style="list-style-type: none">• Directly address the person you are sending the mail to<ul style="list-style-type: none">➤ Dear students➤ Dear Mr. Sharma (last name) • If you don't know the person you are sending the mail to then write-<ul style="list-style-type: none">➤ Dear Human recourse department,➤ Dear sir/ Madam or➤ To whom it may concern • If you know the name of the person then either write (Rahul Sharma)-<ul style="list-style-type: none">➤ Dear Mr. Sharma or➤ Dear Rahul
Body	<ul style="list-style-type: none">➤ Introduce yourself➤ Introduce the main agenda of the email➤ Be clear and concise➤ Divide the paragraphs of the email according to the points discussed➤ Each paragraph would have one point of discussion➤ Close/ sign off the mail with a proper and relevant sentence

	<ul style="list-style-type: none"> ➤ Keep a check on your grammar/ tone/ spelling
Reasons for writing	<ul style="list-style-type: none"> ➤ I am writing with connection with the order placed last week. ➤ I am writing with regards to next week's board meeting. ➤ I am writing to update you on the progress of the master project. ➤ As discussed, I am sending more detailed information about the upcoming conference. ➤ Could you please let me know if you can attend the event next week? ➤ I would appreciate if you could send the required documents next week. ➤ Would it be possible to deliver the goods one week earlier?
Making arrangements	<ul style="list-style-type: none"> ➤ I was wondering if you would be available for a meeting next week ➤ Would 10A.M be a suitable time to meet next week? ➤ I am afraid I am not available on Thursday. Would Friday work?
Giving information	<ul style="list-style-type: none"> ➤ I would like to inform you about the results of our final report/customer survey etc.
Referring to the next meeting	<ul style="list-style-type: none"> ➤ I look forward to seeing you. ➤ I look forward to meeting you in person on Tuesday.
Follow up on previous email	<ul style="list-style-type: none"> ➤ As discussed..... ➤ To follow up on our meeting/ discussion..... ➤ As required.... ➤ Regarding / in regards to.....
Asking and requesting	<ul style="list-style-type: none"> ➤ I would like to know if..... ➤ Could you confirm if/ when...? ➤ Could you please let me know if....? ➤ Could you give me an update/ quote/ or an estimate?
Saying thanks	<ul style="list-style-type: none"> ➤ Thanks for getting back t me ➤ Thank for the update / formation ➤ Thanks for the email ➤ Thanks for following up on /with ➤ Thank for your patience ➤ Thank for your cooperation

Closing	<ul style="list-style-type: none"> ➤ If you need any further information please feel free to contact me. ➤ If you need any further information do not hesitate to contact me. ➤ Like Thanks/ best regards/ sincerely/ best wishes
Attachments	<ul style="list-style-type: none"> ➤ The pdf is attached with the relevant information. Kindly find the attached file.

Difference between Semi formal and formal mails

Semi Formal mails	Formal mails
<ul style="list-style-type: none"> ➤ When you are writing to your colleagues or people you are on friendly terms with the work world. ➤ Language is not strictly formal ➤ It is polite , friendly 	<ul style="list-style-type: none"> ➤ When you are writing to the supervisor, senior manager or to a client or to someone not known to you in the work world. ➤ Language is professional ➤ Don't use slang , friendly tone ➤ Tone should be emotional neutral

Example to know the difference between Semiformal and formal mail.

Semi formal mail sample	Formal mail sample
<p>From : (Sender's email)</p> <p>To: (Recipient's name)</p> <p>Cc/Bcc:</p> <p>Subject:</p> <p>Dear Naina</p> <p>It was a pleasure talking to you over the phone regarding the role and responsibilities of training workshop. It was interesting to learn about your experience and how you can</p>	<p>From : (Sender's email)</p> <p>To: (Recipient's name)</p> <p>Cc/Bcc:</p> <p>Subject:</p> <p>Dear Ms. Naina Sharma,</p> <p><u>Thank you for connecting over the telephone</u> yesterday. With your <u>multitude experience</u> in the field of training you will be able to deliver the roles and responsibilities</p>

<p>help our staff.</p> <p>I hope to <u>catch up with you this Thursday.</u></p> <p>Please <u>let me know</u> what time is convenient for you?</p> <p>Waiting <u>to hear from you</u></p> <p>Warm regards</p> <p>Your name</p> <p>Phone number</p> <p>Designation</p> <p>(Signature line)</p>	<p>training to our staff members.</p> <p><u>To further discuss</u> the terms and conditions.</p> <p><u>Please let us know</u> if you are available on Thursday.</p> <p><u>Looking forward to your reply</u></p> <p>Regards</p> <p>Your name</p> <p>Phone number</p> <p>Designation</p> <p>(Signature line)</p>
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Formal Email samples

Sample 1 – 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 2 – 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 3 – 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

(Signature line)

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

Sample 4 – 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 5 – 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 6 – 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)