

Unit 2

Email Writing

Welcome back!

Did you have a good week?

Unit 1 is done!

What we will do today:

- 15 minutes in small groups for volunteers to ask questions
- Look at formal, semi-formal, and informal email examples
- Learn the parts and the order of an email
- Read formal emails in our small groups

Small Group Discussions

Lindsey, Eppie, and Meagan will ask you some questions!

3 levels of formality

Formal email:

- An email written to companies, government departments, school authorities or any other officers. (Official)



 publicdomainvectors.org



3 levels of formality

Semi-formal email:

- An email written for a colleague, coworker, or peer. The language is simple, friendly, and casual.



3 levels of formality

Informal email:

- An email written to any relatives, family or friends. There are no particular rules for informal email writing.



In the chat box, tell us:

1. Someone to send a formal email to
2. Someone to send a semi-formal email to
3. Someone to send an informal email to

Formal Email Example

Dear Mr Jordan.

I am Gareth Bale and I called you two days ago regarding the details of the master's degree in environmental education that is offered in your university. You wanted to me to send an email with the questions regarding the course.

I want to know when the course is opened and also about the job training that is offered by your university. Can a student choose an desired internship? Are there any placements special offered to meritorious students and whether there is a provision forgiving a scholarships to low income students. It would be nice if a brochure could be delivered with all these details.

Kindly send me the details at the earliest as I am planning to get started on the course that beginning as soon as possible.

Thanks and regards,

Gareth Bale

Semi-formal Email Example

Dear Barb,

Just wanted to let you know how much we appreciated your help with the product release. We would have missed our due date without everything you did to make the instructional language consistent in the manual, the brochure, and on the website.

Our customers will be thankful for the fact that the instructions are straightforward and easy to understand. Even the graphics add to the message and help with the clarity.

I know that you must have had to let your other work slide on our behalf so you must be feeling swamped right now. The team thanks you and, I'm sure technical support will thank you when they receive fewer calls about this release. Solid, comprehensive instructions add so much value to the product.

I can't stress enough that we couldn't have pulled this release off without all of your efforts to help.

Thanks so much again,

Amy
Product Team Leader

Informal Email Example

Hi Linda,

How's it going?

Sorry I haven't been in touch for such a long time but I've had exams so I've been studying every free minute. Anyway, I'd love to hear all your news and I'm hoping we can get together soon to catch up. We just moved to a bigger flat so maybe you can come and visit one weekend?

How's the new job?

Looking forward to hearing from you!

Helga

Let's read an email together!

Small group discussions

Vocabulary

- **Reference**

- To talk about something that has already been said (?)
- Concerning about something: with reference to ~

- **Vacancy**

- An open position, an available job

- **Candidature**

- Being qualified for a job.

Dear Mr. Parker,

With reference to your letter of January 5th, we are sorry to inform you that we do not have any vacancies available at the moment. We are impressed with your qualification and work experience and will definitely consider your candidature when vacancies arise in future.

Please feel free to contact us again if we can help in any way.

Yours sincerely

James Mathews
HR Manager of Lotus INC

Email questions

- Is the email formal, semi-formal, or informal?
- What does James Mathews say for an opening?
- What does he say in closing?
- What did Mr. Parker ask to James Mathews?
- What was James Mathews' response to Mr. Parker?

Email Format

What should we include in our email?
How should it start?

Opening:

Dear Ms./Mr./Mrs./Dr. last name,

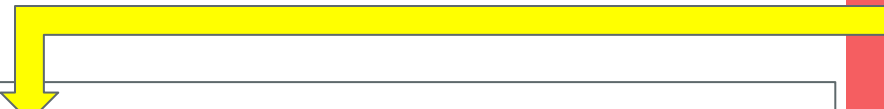
Body:

- First paragraph
 - introduce yourself. Explain the reason for your email.
- Second Paragraph
 - The content of your letter.
- Last Paragraph
 - Say thank you, ask to be contacted.

Closing:

Sincerely/Yours/Respectfully,

Your full name



Dear Mr. Parker,

With reference to your letter of January 5th, we are sorry to inform you that we do not have any vacancies available at the moment. We are impressed with your qualification and work experience and will definitely consider your candidature when vacancies arise in future.

Please feel free to contact us again if we can help in any way.

Yours sincerely

James Mathews
HR Manager of Lotus INC

Opening:

Dear Mr. Parker

Body:

1. Explaining the reason for your email
2. Last paragraph

Closing:

1. Sincerely, Yours, Respectfully, and etc.
2. Your full name

Homework

Read this paper on our

Class Google doc:

Link: [Reading Document](#)

Email writing

Formal emails are usually sent to people the writer doesn't know or to people outside the company. Less formal emails are usually sent to people the writer knows and / or colleagues. If you are not sure how formal your email should be, copy the email style of the person who wrote to you, or use a semi-formal style.

The following are some guidelines on how to start and end emails with different levels of formality, along with some common phrases used in emails.

Formal emails

Formal emails are similar to letters.

Writing to someone when you do not know the name:

Opening

Dear Sir or Madam

Dear Sir / Madam

Closing

Yours faithfully (UK)

Sincerely (US)

Writing to someone when you know the name:

Opening

Dear Mr Thomas

Dear Dr Thomas

Dear Ms Smith (use for a married / unmarried woman)

Dear John Thomas

Closing

Regards

Yours sincerely (UK)

Sincerely (US)

Contractions

When writing formal emails do not use contractions, such as *I'm*, *didn't*, *you'll*, etc.

Formal *I am writing to ask for some information.*

Informal *I'm writing to ask for some information.*

Semi-formal emails

Use semi-formal emails with people you do not know very well. Sometimes it is difficult to know if the email needs to be formal or semi-formal. It is a good idea to copy the email style of the person who writes to you.

Opening

Dear John

Dear Olivia

Closing

Thanks

Best regards

Yours

Informal emails

Don't forget, come to tutoring!

<https://gonzaga.zoom.us/j/99693943458>