**LESSON 5. FORMAL and INFORMAL EMAIL**

**Email writing:**

Email, also known as electronic mail, is a medium of written communication used to send and receive information over the internet. Initially, people used it for informal communication with friends, family, or any personal individual. Now emails are used mostly for professional communication in schools, universities, companies, etc… Language, tone, words, expressions, etc…differentiate a formal email from informal one.

**I- Email structure**

1. **Receiver / recipient To :** the address to one person who you want to take action (reply)

**Cc (carbon copy):** send to additional person. Email address is visible to all the recipients and don’t need to response.

**Bcc (Blind carbon copy):** Email addresses will be hidden. The recipient cannot see the addresses of your colleagues.

1. **Subject line:** This should be short and give some specific information about the contents of your message.
2. **Greeting:** As in letter writing, the greeting can be formal or informal, depending on how you know the person you are writing to.

**“Dear Mr./Mrs./Ms.”**  For a formal salutation, also used when first contacting a person

**“Dear Hiring Manager.”** When applying for a job,

**“To Whom it May Concern.”** When writing to someone you do not know by name,

**“Dear + first name.”** Less formal. Either you have had contact with this person before,

or they have already addressed you by your first name.

**“Hello/ Hi or just the name”** Informal, usually used with colleagues you often work with.

**“No salutation”**. Very informal, usually used in messages which are part of longer email exchange.

1. **Opening line:** A short polite sentence used to explain why you are writing.

**I’m writing to inform…**

**I’m writing to ask about…** More formal opening to say why you are writing.

**I’m writing regarding…**

**I’m writing to follow up on…**

**Just a quick note to…** .

**I hope you are well** Friendly, informal way to say why you are writing.

**I hope all is well with you.**

**Thank you for your prompt response**

1. **Body:** themain section organized using a short paragraphs, bullet points or numbered list
2. **Wrap up:** conclude email with a simple polite sentence as well as in letter.

**Looking forward to** Friendly ending, can be used in formal or informal.

**your reply**

**Hope to hear from** informal ending to indicate a reply is necessary.

**you soon.**

1. **Sign off:** the closing of a formal email can be the same as the closing to a letter and name.

|  |  |  |  |
| --- | --- | --- | --- |
| Formal | Sincerely | Best regards | Regards |
| Informal | Take care | Thanks | Talk soon |



**II - General Grammar and Punctuation Rules**

1. **Capital letters**

In letters and emails, capital letters are used:

1. for proper nouns (the name of a place or organisation)
2. – e.g. Tophill Community College, Coca-Cola, Greystones,
3. names – e.g. Seán O’Brien, titles – e.g. Mr, Dr, Ms, to start sentences – e.g. This letter ...
4. the month in the date – e.g. January, (also days of the week) – e.g. Monday,
5. in addresses – e.g. Ryhill Road, Severn Avenue, Youghal, County Meath
6. for the start of greetings – e.g. Dear, Yours, Best
7. **Punctuation**

Punctuation is used in the main part of the letters and emails.

1. use a question mark to end a question
2. use full stops to end a sentence – it is a good idea to keep your sentences short,
3. use a comma if you are using more than one adjective – e.g. ‘bright, intelligent, funny per­son’
4. use a comma if you are listing things – e.g. ‘French, English and Maths’
5. commas are also used to indicate a pause in a sentence – e.g. ‘I wasn’t doubtful, I was
6. certain’
7. use an apostrophe to indicate something belongs to someone – e.g. John’s book, Naomi’s sister, Mr Dodd’s classroom
8. **Vocabulary**

In letter and emails words and expressions used can make them formal or informal.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Formal | receive | Inform | assist | verify | request | reply | select | commence | contact | desire |
| Informal | get | tell | help | check | Ask for | Answer | choose | start | call | want |

1. **Abbreviations:** the use of abbreviations and symbols are more common in informal emails, although some standard abbreviations are also found in formal emails.
2. **Contractions:** often used when we are writing an informal emails. For example :“I’m” instead of “I am” or “They’ve” instead of “They have.”