

How to write an email?

Week 2 – English for IT & business



How to write an email?

- Use the right email account
- Use the subject line wisely
- Start with a proper greeting
- Get to the point
- Be specific
- Demonstrate initiative
- End with a proper sign-off
- Review and edit

Step 1: Use the right email account

- Email communication should come from your institution/company email accounts
- The receiver may get dozen of emails everyday, so your emails may land in the spam folder

Step 2: Use the subject line wisely

- The subject must be well-written
- Use few words to clearly state the topic and purpose of the email
- Example:
 1. Following up on absence
 2. Network report for March
 3. Question about next meeting
 4. Tech issue

Step 3: Start with a proper greeting

- Purpose of email: *formal, semi-formal, informal, friendly* ?
- There should be some level of formality if you communicate with your clients, company's managers, etc.
- Emails to colleagues can be informal/friendly, depending on your relation with them.
- Example:
 1. Good morning, Mrs. Jackson.
 2. Hello, Mr. Piner. I hope you're having a great day!
 3. Dear Miss Jones,
- **Important:** In most countries, we usually address people with their **last names** for formal business

Step 4: Get to the point

- In formal email, **jump right to the main point**
 1. Identify your question; describe your confusion; reveal your problem.
 2. Tell clearly your purpose.

Step 5: Be specific

- Use *minimum* number of words, but still provide very specific details about your question or your main point

DON'T	DO
I need help with the course	I am confused about what is due for the science assignment posted for Tuesday.
I don't get it.	I need help with problem 12 on page 43.

- Write **short, concise** emails that contain specific information about your problems.

- **Example of specific details:**

1. What subject or class period are you referring to?
2. What homework assignment are you referring to?
3. What aspect of the assignment don't you understand?
4. Is there a specific page number or problem number that you are struggling with?
5. What specifically do you need to be successful on this assignment?

Step 6: Demonstrate initiative

- Before looking for a help, you should first attempt to solve your own problems.
- When looking for a help, provide some information about what you have tried
- Example:
 1. Even after reviewing the instructions, I'm still confused about...
 2. I asked a couple colleagues before sending this email, but I still have some questions.

Step 7: End with a proper sign-off

- The email should have a proper and respectful greeting
- Example:
 1. Thanks for your help.
 2. Have a great day.
 3. I appreciate your support.
 4. See you tomorrow.
- Follow by your name/email signature provide the closure that every email needs.

Step 8: Review and edit

- Before sending the 'send' button, review what you have written (ask someone to help it to review, check the grammar, etc.)
- When you send an email, it is the same as publishing your work!
- You don't want to publish something with many mistakes for the general public.
- Questions to address:
 1. Does it make sense?
 2. Did you spell all the words correctly?
 3. Are proper nouns capitalized?
 4. Are there words we can remove to make it more concise?

Review multiple times, but don't send multiple emails!

Example: *introduction email*

From Me [redacted] [info]

Reply Forward Archive Junk Delete More [star]

To [redacted] [info]

12/2/20, 08:36

Subject **Application for postdoctoral research fellowship position - Ni Luh Dewi Sintiar**

Dear Prof. Sang-il Oum and Members of the Search Committee,

My name is Ni Luh Dewi Sintiar. I am writing for applying for the postdoctoral position at IBS DIMAG based on the announcement which is advertised on the website of your research group.

Presently, I am a third-year PhD student at ENS de Lyon, France, directed by Dr. Nicolas Trotignon. I am a member of the team MC2 (Computational Models, Complexity, and Combinatorics) at the LIP Laboratory, working mostly on structural and algorithmic questions in classes of graphs. My PhD is expected to be completed in September 2021.

Please find in the attachment the required files to complete my application, as follows:

- (1) Cover Letter
- (2) Curriculum Vitae
- (3) Research Statement
- (4) Consent to Collection and Use of Personal Information

Letters of recommendation in support of my application will be sent separately by Dr. Nicolas Bousquet, Dr. Aurélie Lagoutte, Dr. Nicolas Trotignon, and Prof. Kristina Vušković.

Please let me know if you need any additional information.

Thank you for your consideration. I look forward to hearing from you about this opportunity.

Sincerely,

--
Ni Luh Dewi Sintiar
PhD student at ENS de Lyon, France

Example: *introduction email*

Subject **Re: Master of Computer Science in Lyon, France**

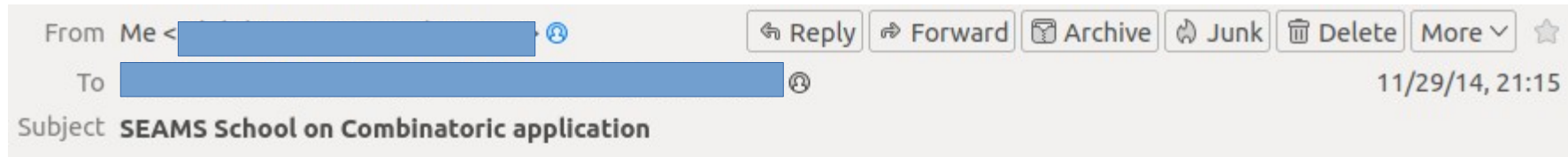
Dear Prof. Christophe,

I have thought about your suggestion in our last meeting. I have decided to study more about computer science, and I hope I can join your department. I want to apply the scholarship that you offered me before for the master one program. Would you like to give me the list of the requirements, sir? And in case that I'm not accepted for the scholarship from your department, what should I do to get the letter of acceptance from Lyon university? In that case, I will try to apply the scholarship from the ministry of my country.

Thank you very much for taking attention to my email. I hope I could hear the answer in your earliest convenience.

Best regards,
Ni Luh Dewi Sintari

Example: *formal email*



To: Committee of SEAMS School on Combinatoric
Hanoi, Vietnam



Dear Sir,


I am the graduated student from Ganesha University of Education, Bali, Indonesia. Actually I'm very interested in Combinatorics, and I want to learn more about it. I really hope that I can participate in SEAMS School on Combinatoric held in Vietnam year 2015. I do believe this event can help me to deepen my understanding on Combinatoric concepts.

Here I attach my Academic Transcript, reccomendation letter from my lecturer, and a copy of my pasport as consideration in proposing the financial support for this event. Hopefully, the commitee have a pleasure of giving me a chance to get the funding support.

Best Regards,
Ni Luh Dewi Sintiar
Ganesha University of Education
Jalan Udayana 11, Singaraja, Bali, Indonesia

Example: *thank you email*

From Me <[redacted]>  Reply Forward Archive Junk Delete More 

To [redacted]  5/25/18, 03:35

Subject **Thank you - PhD selection**

Dear M. Ararat,

Through this email, I would like to thank you for your help and assistance during the PhD selection process. I do appreciate it. I hope that this mess won't cause any problem to your PhD project. I wish the best for your work, and I hope that I would have an opportunity to meet you personally, or to work with you in the future.

Best wishes,

--

Sintiari Ni Luh Dewi
ENS de Lyon

Example: *from formal to friendly (1)*

Dear Ms. Niewinski,

Thank you very much for sending me this very comprehensive information. I have accessed the link and checked the given document. I have one issue about the data.

I'm currently in process of renewing my passport, as my current passport will expire in June 2023. My new passport will probably be ready next week, and the passport number will certainly be renewed. I want to know if the passport number listed must be my new passport number? However, later when applying for a work permit, I will still attach a copy of my old passport in the application files. May I have your advice, Ms. Niewinski?

Thank you again, Ms. Niewinski, for your kind help.

Sincerely,

Dewi Sintari

On 9/1/22 22:46, Barbara Niewinski wrote:

Dear Dr. Sintari,

The link below will take you to the documents from the Labour Market Impact Assessment exemption Application. Please assess the link and review the documents to ensure there are no errors (name, passport number, birthdate, etc.) and let me know if corrections are needed. Once I hear back from you regarding changes or that the application is correct as is, I will submit and pay the processing fee and send you the Employer Number. You will need the Employer Number to submit with your work permit application. If there are corrections to be made to the application, I will need to make them before you use the employer number and submit the work permit application.

Example: *from formal to friendly (2)*

Dear Barbara,

Thank you for the quick reply. Then, I will contact you when I have my new passport number. Hopefully, it will be available soon.

Take care too, Barbara.

Dewi

On 9/2/22 22:37, Barbara Niewinski wrote:

Dear Dr. Sintiar,

Thank you for taking the time to review the document.

The passport number will need to match the LMIA exemption application. As you mention that your new passport should be available next week, I'm suggesting that we wait until you have it and I can update the application. That way we do not need to make any changes later that might complicate the application.

Please advise me as soon as you receive your new passport. I look forward to hearing from you.

Take care,

Barbara

Example: *from formal to friendly* (3)

Subject **RE: [EXTERNAL *] News about my VISA**

Dear Dewi,

Such good news! We are looking forward to your arrival at Laurier.

In regards to accommodations, this link has a lot of good information: <https://students.wlu.ca/student-life/>

Let us know if you have any other questions.

Take care,

Barbara

Example: *friendly email*

Subject **Re: Your Submission JCTB10287 (fwd)**

Thank you, Nicolas!

Congratulation to everyone for this good news!

Cheers,

Dewi

On 3/15/23 03:47, [redacted] wrote:

Also Dewi has a new email (used here).

That's great, thanks.

Note : I see the report of « reviewer #2 ». This suggests that there is a reviewer #1, and I cannot find his report. Did I miss it, or is there only one report (it might be that reviewer #1 never sent his report and the journal decided to proceed with only one report ?).

All the best,

Nicolas.

Le 14 mars 2023 à 21:34 [redacted] > a écrit :

That is great news!
I have included Jake's new email in cc (the old email does not work any more).
Best
Kristina

Example: *another email (1)*

Subject **Bls: List Peserta IMC**

Pak, ini nama paspor saya:


Ni Luh Dewi Sintari


Email: niluhdewisintari@yahoo.com

Saya sudah daftar online ke IMC

Terima kasih..

Example: *another email* (2)

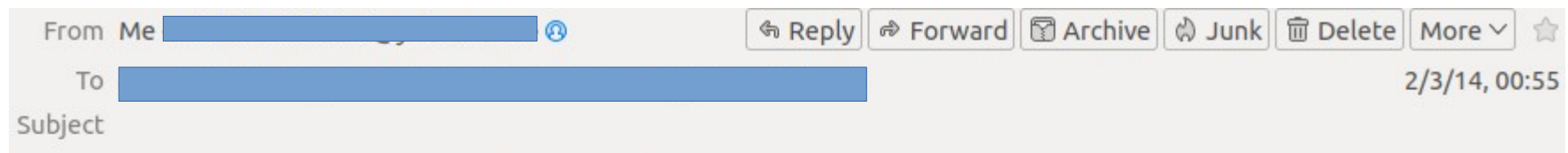
From Me [redacted]  Reply Forward Archive Junk Delete More 

To [redacted]  7/3/13, 05:26

Subject **Berkas IMC**

Bu, ini data scan berkas IMC saya. Trms

Example: *another email* (3)



Pak saya salah satu penerima beasiswa bidikmisi undiksha :

Nama : Ni Luh Dewi Sintiar

NIM : 1013011005

Jurusan : Pendidikan Matematika

saya tidak bisa membuka web untuk update data, karena username dan password yang lama tidak bisa digunakan. mohon bantuannya, terima kasih

Example: *introductory at work* (2)

Subject: Introduction – Putu Ayu, New Software Developer at Mitrais

Dear all colleagues,

I am excited to introduce myself as the new software developer at Mitrais. My name is Putu Ayu, and I have joined the team to contribute my expertise in software development to help the company achieve its goals.

I have a Bachelor's degree in Computer Science from Undiksha and I have been working as a software developer for five years. During this time, I have gained **extensive** experience in Programming Languages and have worked on several projects related to software development.

I am really happy to be part of the team at Mitrais and look forward to using my skills and knowledge to contribute to the success of the company. I am excited to work with the team to develop **high-quality software solutions** that meet the needs of our clients and the company's objectives.

Please feel free to contact me with any questions or to schedule a meeting to discuss my role and how I can contribute to the company.

Thank you for taking the time to read my introduction. I am looking forward to working with you all.

Best regards,

Putu Ayu

Example: *introductory at work (2)*

Subject: Introduction - [Your Name], New Employee at [Company Name]

Dear [Recipient's Name],

I am thrilled to introduce myself as the newest member of the team at [Company Name]. My name is [Your Name], and I am excited to have joined the company and contribute my skills and expertise to help the company achieve its goals.

I have [Number of Years] years of experience in [Industry/ Domain], and I have previously worked with [Previous Company Name] where I held the position of [Previous Position]. During my time there, I have gained extensive experience in [Skills/ Knowledge/ Achievements].

As the new employee, I am eager to work with the team and learn more about the company's culture, goals, and values. I am confident that my skills and experience will be valuable to the team and contribute to the company's success.

Please feel free to reach out to me with any questions or concerns. I look forward to meeting and working with all of you.

Thank you for the warm welcome.

Best regards,

[Your Name]