

**Course 9:**

# **Writing Basic Emails and Letters**

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**Master 1 architecture**

# Writing Formal and Informal Emails

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In this section you can learn how to write formal and informal Emails in English

# Structuring a Formal Email



Subject line



Introduction



Conclusion



Greeting



Body paragraphs (main content)



Closing



## New Message

**To** *Type the email address here...* **(Your Professor's Email)**

recipient

**Subject** *Type the subject here...* **(Subject: Inquiry Regarding Design Principles Assignment)**

Subject Line

Dear Professor [Last Name],

Greeting

I hope this email finds you well. My name is [Your Full Name], and I am a student in your architecture class. I am writing to seek clarification on some aspects of the recent assignment on design principles that you provided to the class.

Introduction

I have thoroughly reviewed the assignment guidelines, but I have a few questions regarding the specific expectations and criteria for evaluation. Could you please provide additional insights or direct me to any specific resources that might assist in completing this assignment successfully?

Body paragraphs  
(main content)

I truly appreciate your time and guidance, and I am committed to producing work that aligns with your expectations. Thank you for your assistance, and I look forward to your response.

Conclusion

Best regards,

Closing

[Your Full Name]

[Your Contact Information]



Send



Example of a formal Email

# 01

## How to start your Email ?



*John K. Smith  
123 Main st.*

# 01. How to start your Email ?

## Email greetings

### Formal:

- Dear Lina,
- Dear Sir/Madam,
- Dear Mr Hill,

In business emails, you'll follow the greeting with something like:

- I hope you're well.
- How are you?

However, these are simply polite phrases, and they don't generally need an answer.

# 01. How to start your Email ?

## Email greetings

### Informal:

- Hello
- Hi Jack !

For more informal emails, you can start with just the word hi or hey, plus a comma:

- Hi,
- Hey,

-You can also just write the person's name plus a comma, it best with people you already know:

- Jack,

For a very informal email , you might not need a greeting at all, this is also true if you're sending several emails to the same person in a short time, you don't need to write a greeting every time.

# Let's review quickly:

**Formal (business, professional emails):**

Dear + name,

**Neutral (most everyday emails):**

Hello/Hi + name,

**Informal (less formal emails):**

Hi/Hey, or no greeting



# 02

## Explaining why you're writing



*John K. Smith  
123 Main st.*

## 02. Explaining why you're writing

### **Formal Writing:**

After your greeting, you should explain why you're writing. Make this as short as possible. If you're writing to someone who receives hundreds of emails every day, you need to make your purpose clear quickly. Someone who's very busy won't spend a lot of time trying to work out what you're trying to say!

### **Opening Formal sentences:**

Start with simple phrase, like

- I'm writing regarding...
- I wanted to follow up on...
- I would like to ask about...

## 02. Explaining why you're writing

Let's see how you could use them

- **I'm writing regarding** the issues we've been having with our database system.
- **I wanted to follow up on** our meeting last week and confirm our plans for this month.
- **I would like to ask about** the new budget and whether this will affect our department.

In a more informal email, you might ask a more direct question or make a direct statement, like this:

### **Informal opening sentences:**

- Do you know when the database issues will be fixed?
- Let's confirm our plans for this month.
- How will the new budget affect our department?

## 02. Explaining why you're writing

If you're writing because you want to find a solution to a problem, here are some useful phrases:

### Formal opening sentences:

- I'm concerned about...
- I need to bring something to your attention: ...

### Example of formal opening sentences:

- **I'm concerned about** the number of sick days staff have been taking recently
- **I need to bring something to your attention:** using outdated software puts us at risk of malware infections and data loss.

# 03

## Adding Details to your Email



*John K. Smith  
123 Main st.*

# 03. Adding Details to your Email

## Adding detail:

- After you introduce why you're writing, you need to add more details and supporting information, so that your reader understands the situation you're describing.
- Put this information in a new paragraph. This will make your email clear and easy to follow.
- First, ask yourself what the person you're writing to needs to know, in emails less is more (no one wants to read a very long email, and it's hard to make yourself clear if you write too much), so try to limit yourself to two to three sentences.
- Put your most important point first.

## Example 1 :

I'm writing regarding the issues we've been having with our database.

Both clients and staff have been experiencing severe problems for several days now. We are unable to update records or access information on customer interactions. This is costing us large amounts of money, both in time spent trying to fix the problem, and in lost sales.

## 03. Adding Details to your Email

### Example 2 :

I'm concerned about the number of sick days staff have been taking recently.

Staff in the IT department have taken a total of 44 sick days so far this month, compared to a total of 23 for last month, and just 18 for the previous month. This is affecting productivity, and also placing a lot of stress on the employees who do come to work.

In both cases, you're writing to describe a problem. Your first sentence introduces the problem, and then your next paragraph gives more details. If you have a lot of points you can add a paragraph with two to three sentences to add details.

# 03. Adding Details to your Email

## Changing topic:

You can move from one point to another using a phrase like:

- There's one more thing I'd like to discuss with you.
- Regarding ...
- I'd also like to ask you about...

## Example:

- There's one more thing I'd like to discuss with you. It seems like the number of customer complaints has been increasing for three months...

# 04

## Adding a Call to Action to your Email



*John K. Smith  
123 Main st.*

# 04. Adding a Call to Action to your Email

## Adding a call to action

- When you write an email, you should make it clear what you expect from the person you're sending it to. Even if you're writing just to give the other person some information, it's a good idea to make that clear.
- Put your call to action in a new paragraph
- Again, putting each thing in its own paragraph makes your email structured and easy to follow.

First, let's consider situations where you need the other person to do something urgently.

You could say:

- Please ... by tomorrow at the latest.
- As a matter of urgency, you need to...

# 04. Adding a Call to Action to your Email

## Example:

- Please arrange a meeting of all department heads by tomorrow at the latest.
- As a matter of urgency, you need to contact all the clients who may have been affected by this data breach.

If your request is less urgent, you could use phrases such as:

- Could you please...?
- I would like you to...

## Example :

- Could you please talk to Matt in the HR department and clarify our options on this?
- I would like you to design a poster to inform staff about the new policies.

## 04. Adding a Call to Action to your Email

With calls to action, you should think about your relationship with the person you're writing to.

**For example**, saying something like,

- you need to...
- I would like you to...

This is relatively direct, it's fine if you're a manager writing to one of your team, but it might sound inappropriate if you write that to your manager, this also depends on the corporate culture where you work. Generally, if you aren't sure, it's better to be less direct.

**Example** (less direct):

- I suggest that you contact all clients who may have been affected by the data breach.
- Can I ask you to design a poster to inform staff about the new policies?

## 04. Adding a Call to Action to your Email

But be careful, don't be so indirect that the other person doesn't understand what you need.

If you don't need response from the other person, say something like:

- This is just to keep you updated.
- This doesn't require any immediate response, but please keep an eye on the situation.

# 05

## Adding a Sign-off to your Email



*John K. Smith  
123 Main st.*

# 05. Adding a Sign-off to your Email

## Formal Writing:

- Finish your email with a sign-off and your name.
- You can use a lot of the same sign-offs you can use in a paper letter, such as:
  - Regards,
  - Best Wishes,
  - Kind Regards,
- These sign-offs are neutral and can be used in almost any situation.
- Like with greetings, you wouldn't generally use very formal sign-offs like "Yours Sincerely" in an email, you might see it sometimes, but only in very formal emails.
- Don't forget to write each word of your sign-off with a capital letter, and put a comma at the end.

# 05. Adding a Sign-off to your Email

## Informal Writing:

If you're writing something more informal, you might use a sign-off like:

- Cheers,
- Take care,
  - In this case, you wouldn't capitalize each word, which is why care in take care has a small 'c'.
  - Like with greetings, you might not need a sign-off at all in an informal email, just write your name at the bottom, or don't write anything at all! After you put your sign-off, add your name, and you've finished!

## For example :

Cheers,

Katya

Regards,

Vijay

# 06

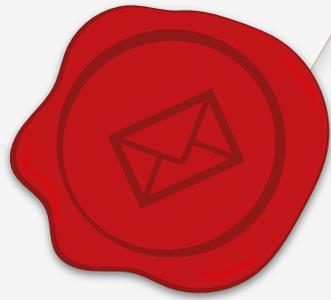
## Summarizing how to write an email in English



*John K. Smith  
123 Main st.*

# 06. how to write an email in English

1. Use an appropriate greeting.
2. Introduce your topic in a single sentence.
3. Add details to your topic in a short paragraph.
4. Add a call-to-action to explain what you need the other person to do.
5. Use an appropriate sign-off



# Writing Formal and Informal Letters

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# 1. Formal Letters:

**Purpose:** Formal letters are used for professional or official communication. They are often written to convey information, make requests, or address concerns in a respectful and structured manner.

**Style:** The style in formal letters should be polite, respectful, and professional. Use formal language and avoid contractions.

# 2. Informal Letters:

**Purpose:** Informal letters are more personal and expressive. They are used for casual communication with friends or family.

**Style:** The style in informal letters is more relaxed and conversational. It allows for the use of colloquial language and even some personal anecdotes.



# Part 1: Structure of a Formal Letter



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# Part 1: Structure of a Formal Letter

## 1. Sender's Address:

- Include your address at the top right corner of the letter.
- Add the date below your address.

## 2. Receiver's Address:

- Include the recipient's name, title (if applicable), and address on the left side, below the date.

## 3. Salutation:

- Use a formal salutation, such as "Dear Mr./Ms. [Last Name],"
- If the recipient's name is unknown, use a generic salutation like "To Whom It May Concern:"

## 4. Introduction:

- Begin with a formal introduction.
- Clearly state the purpose of the letter.



*John K. Smith  
123 Main st.*

# Part 1: Structure of a Formal Letter

## 5. Body:

- Organize the content into paragraphs.
- Each paragraph should cover a specific point or topic.
- Provide details and support for your statements.

## 6. Conclusion:

- Summarize the main points.
- Include any necessary calls to action or next steps.

## 7. Closing:

- Use a formal closing, such as "Sincerely," or "Yours faithfully,"
- Sign your name above your typed name.



*John K. Smith*  
123 Main st.

# Example of a Formal Letter

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient's Name]  
[Recipient's Title]  
[Company Name]  
[Address]  
[City, State, Zip Code]

Dear Mr./Ms. [Last Name],

I hope this letter finds you well. My name is [Your Name], and I am writing to express my interest in the [Job Title] position that I saw advertised on your company's website.

I have recently completed my degree in Architecture from [Your University], and I am confident that my education, along with my internship experience at [Previous Company], has equipped me with the skills necessary for this role. In particular, my proficiency in architectural design software, attention to detail, and ability to work collaboratively make me a strong candidate for the position.

I am impressed by [Company Name]'s commitment to innovative and sustainable architectural solutions, and I am eager to contribute my skills to your esteemed team. Attached to this letter is my resume, which provides further details about my education and professional experience.

I would be honored to have the opportunity to discuss how my qualifications align with the needs of your company. I am available at your earliest convenience for an interview and can be reached at [Your Phone Number] or [Your Email Address].

Thank you for considering my application. I look forward to the possibility of contributing to the success of [Company Name].

Sincerely,  
[Your Full Name]  
[Your Signature - if sending a hard copy]



John K. Smith  
123 Main St.

# Part 2: Structure of an Informal Letter



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# Part 2: Structure of an Informal Letter

## 1. Sender's Address:

You can skip this section in informal letters.

## 2. Date:

Place the date at the top right or left corner, below the sender's address.

## 3. Salutation:

- Use a more casual salutation, such as "Dear (First Name),"
- Use the first name only if you have a close relationship.

## 4. Introduction:

- Start with a friendly greeting.
- Mention the reason for writing in a conversational manner.



*John K. Smith  
123 Main st.*

# Part 2: Structure of an Informal Letter

## 5. Body:

- Keep paragraphs short and conversational.
- Share personal details, anecdotes, or feelings.

## 6. Conclusion:

- End with a warm closing statement or ask questions to keep the conversation going.

## 7. Closing:

- Use a friendly closing like "Best regards," "Warm regards," or "Yours truly,"
- Sign your name informally.



*John K. Smith  
123 Main st.*

# Example of an informal Letter

Date

Hi (Friend's Name),

*I hope this letter finds you well and enjoying your days! I've been so excited to tell you all about my recent trip to London.*

*London was an absolute dream! The energy of the city, the rich history, and the diverse culture made it an unforgettable experience. I couldn't wait to share some of the highlights with you.*

*I spent a day exploring the iconic landmarks – from the majestic Tower Bridge to the historic Buckingham Palace. The changing of the guard was a spectacle, and I couldn't resist snapping a ton of pictures.*

*One of my favorite moments was wandering through the charming streets of Notting Hill. The colorful houses, vintage shops, and the vibrant Portobello Market created such a lively atmosphere. I felt like I was in a scene from a movie!*

*I also had a blast at Camden Market, where the eclectic mix of stalls, street food, and live music created a unique and bohemian vibe. It's a must-visit for anyone who loves a bit of alternative culture.*

*Of course, I couldn't miss the West End shows! I caught a performance of "Les Misérables," and it was absolutely breathtaking. The talent on stage and the atmosphere in the theater were incredible.*

*I tried all sorts of delicious food too – from traditional fish and chips to exotic dishes at Borough Market. Each meal was a delightful adventure for my taste buds.*

*Overall, London stole my heart, and I can't wait to go back. I'm attaching some photos to give you a glimpse of my adventure. Can't wait to catch up with you soon and hear all about your latest adventures!*

*Sending you lots of love,  
(Your Name)*



*John K. Smith  
123 Main St.*



*Wish you  
were here*



**Thank You !**