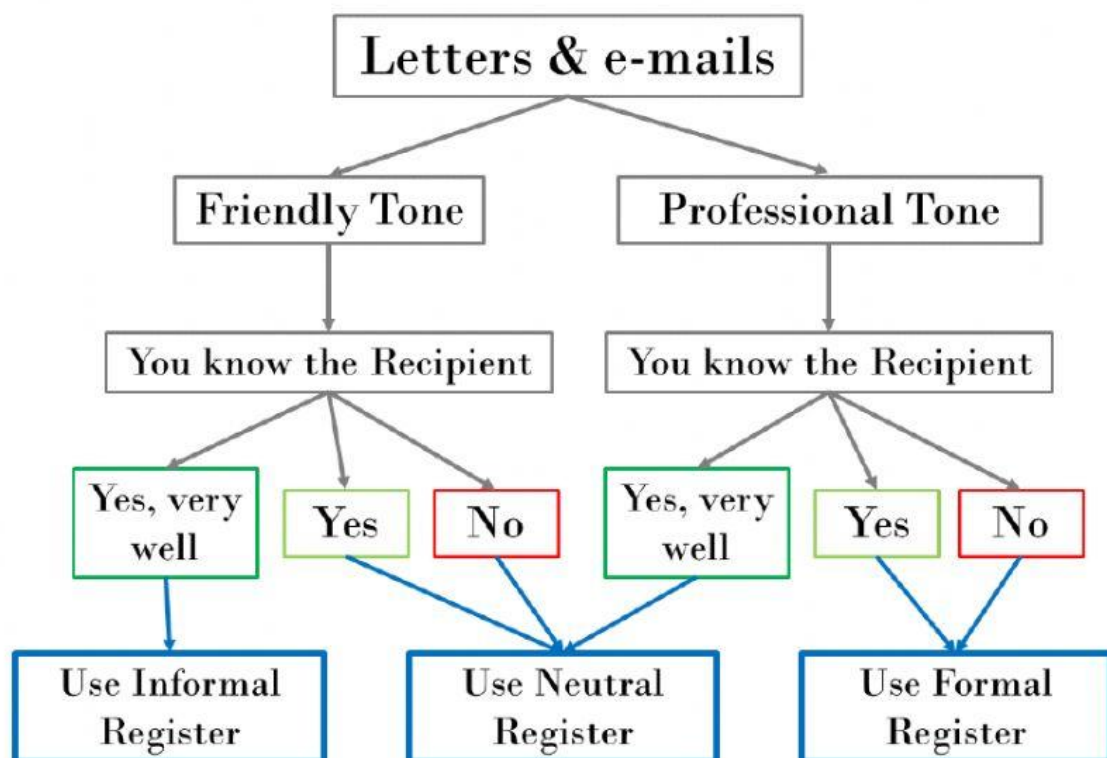# LANGUAGE REGISTER IN WRITING: LETTERS & E-MAILS

Are you writing a letter or an e-mail? Is it a professional communication? It is addressed to friends or family?

Look at the flow chart below to help you decide what Language Register you should use.

## Letters & e-mails

```
                    Letters & e-mails
                   /                  \
          Friendly Tone            Professional Tone
               |                          |
      You know the Recipient      You know the Recipient
        /      |      \              /      |      \
  Yes, very   Yes    No        Yes, very   Yes    No
   well                          well
      |         \   /              \        |      /
  Use Informal   Use Neutral          Use Formal
   Register        Register            Register
```

**Recipient:** the person who will receive and read your letter or e-mail.

**Tone:** the writer's attitude toward the reader and the subject of the message. Business letters & e-mails require a Professional Tone.

Drag and Drop: Classify the Salutation examples according to Context:

Dear Thomas
Dear Clara
Dear Rebecca

Hi!
Hello!
Hi there!
Hello again!

Dear Mr Wellington
Dear Mrs Hunter
Dear Dr McWade
Dear Ms Wright

Dear Sir or Madam,
Dear Sir / Madam,
Dear (Job Title),
Dear Valued Customer,

Dear all,
Hello everyone,

Hi!
Hi Bestie!
Hi Tim!
Hello Becky!

**Formal Register Salutations**

You know the Recipient

Yes          No

Say the Honorific Title before
the Recipient's Surname

**Neutral Register Salutations**

You know the Recipient

Yes          No

Say the Recipient's Name

**Informal Register Salutations**

You know the Recipient

Yes          No

Drag and Drop: Classify the Closing examples according to Context:

Yours faithfully, UK convention
Yours truly, US convention

Yours sincerely, UK convention
Sincerely yours, US convention
Cordially,
Regards,

Kind regards,
Warm regards,
Best wishes,
All the best,
Best of luck,

Always,
Love,
Hugs and kisses,
XOXO

Cheers!
Bye for now!
See you!
Talk soon!
Take care,

**Formal Register Closings**

You know the Recipient

Yes        No

**Neutral Register Closings**

You know the Recipient

Yes        No

**Informal Register Closings**

You know the Recipient

Yes        No