BUSINESS ENGLISH

Starting and finishing emails

How should you begin and finish an email message to someone you don't know? Find out here!

Formal or informal?

We write a **formal email** when we want to be polite, or when we do not know the reader very well. A lot of work emails are formal. We write **informal emails** when we want to be friendly, or when we know the reader well. A lot of social emails are informal. Here are some examples of formal and informal messages:

FORMAL	INFORMAL
An email to a customer	A birthday greeting to a colleague
A job application	An email to a colleague who is also a good friend
An email to your manager	A social invitation to a friend at your workplace
A complaint to a shop	An email with a link to a funny YouTube clip
An email from one company to another company	A message to a friend on a social networking site

Before you start writing an email, decide if you want to write a formal email or an informal one.

Layout and punctuation

Starting an email: We normally write a comma after the opening phrase. We start a new line after the name of the person we're writing to.

Finishing an email: We normally write a comma after the closing phrase. We start a new line to write our name at the end.

FORMAL	INFORMAL
Dear Mr Piper,	Hi Tim,
I am writing to thank you for all your help.	Many thanks for your help.
I look forward to seeing you next week.	See you next week.
With best wishes,	Cheers,
John Smith	John

Phrases for starting and finishing

Here are some phrases which we use for starting and finishing emails. We use these in formal and informal emails:

Starting phrases	Dear Tim, Good morning Tim,
Ending phrases	Regards, With best wishes, With many thanks and best wishes,

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You also need to know which phrases to use only in a formal email or an informal one:

	FORMAL	INFORMAL
Starting phrases	Dear Mr Piper, Dear Sir or Madam,	Hi Tim, Hi there Tim, Morning/Afternoon/Evening Tim, Hello again Tim,
Ending phrases	Yours sincerely, Yours faithfully, Yours truly,	Rgds, Cheers, Bye for now, See you soon,

TASK 1

Starting an email

1 Hairuddin Omar, a maths teacher, has written four emails this morning. Read the opening lines of the emails and then match them to the descriptions of the emails below:

Dear Sir or Madam, Could you please send me…

Morning everyone, Just thought you might be interested to know that…

Dear Mr. Bakar, I am writing to you because I am worried that…

Hi there, Rahim, Hope you're well. Might be a bit late on Saturday…

a. Hairuddin emailed all the maths teachers at his school about some training.

b. Hairuddin wrote to his friend about their plans to play football at the weekend.

c. Hairuddin sent an email asking for more information about a conference. He did not know the name of the person who will read his email.

d. Hairuddin emailed a man called Norozan Bakar, the father of a pupil at the school. He wanted to know why Mr Bakar's son was absent from school.

TASK 2

Endings

2 Which phrases are an appropriate way **to end a formal email**? (Three are not.)

Yours truly,

With best regards,

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For your information

Yours sincerely,

For Attention Of:

Best wishes,

To Whom It May Concern:

Yours faithfully

With many thanks and best wishes,

2 Which phrases are an appropriate way **to end an informal email**? (Three are not.)

Regards,

Cheers,

Hi again,

Rgds,

Bye for now,

CC

With best wishes,

See you soon,

How are you?

TASK 3

'Look forward to' (1)

3 Complete the emails with the sentences.

We look forward to working with you.

I look forward to hearing from you soon.

I look forward to meeting you

I look forward to receiving your application

Dear Mr Cruz,

Please find enclosed an application form for the post of Teacher of History.

for this job. The deadline is March 24.

Yours sincerely,

J Ko, School Administrator

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Hello Hiroshi,

I can phone you on Thursday at 10:30 am. Can you let me know if that is convenient, please?

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Regards, Jack

Dear Mrs Kapusta, I am writing to confirm our appointment in my office on Tuesday January 28.

Please report to Reception when you arrive, and they will direct you to my office. I hope you have a safe journey here, and on Tuesday.

With best wishes, Tony Donizetti

Dear Jackie,

Congratulations on getting the job. My team in the International Office and I would like to welcome you to Bakewell University. I am sure you will enjoy your new role.

.

Best wishes,

Ewa

Ewa Jones – Director, International Office – Bakewell University

TASK 4

'Look forward to' (2)

4 Put the phrases in the right order to make sentences.

you. | I | forward | meeting | to | look

a.

you. | to | forward | from | We | look | hearing

b.

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soon. | I | speaking to | forward | to | you | look

c.

Saturday. | on | look | forward | you | We | to | seeing

d.

I | receiving | reply | to | your | possible. | as soon as | forward | look

e.

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