


## WRITING A FORMAL E-MAIL

Written to a professor, boss, editor, ...

Must always be / look professional

<b>SALUTATION</b>	<b>1</b> Dear Professor Johnson, Dear Mr. Bond, Dear Ms. Myers,	<b>2</b> Dear Sir / Madam, Dear Students,
<b>INTRODUCTION</b> 	<b>State your purpose</b> <b>APOLOGIZING</b> I am sorry to tell you I am sick and will not be able to attend class. <b>THANKING</b> I am writing to thank you for... <b>REPLYING</b> I am writing in response to... <b>COMPLAINING</b> I am writing in order to complain about the article you published in your newspaper on 13 April. I am writing regarding a purchase I made on 4 November in your shop. I am writing to complain about the bad service I received in one of your supermarkets. I wish to express my dissatisfaction with my stay in your hotel <b>ASKING FOR INFORMATION</b> I am writing to get more information about the article you published on 5 December about ... I would particularly like to know... I would be interested in having more details about... <b>MAKING A RESERVATION</b> I am writing so as to make a reservation	
<b>BODY</b>	I am a graduate from Penn State University. I really found your article on the subject to be inaccurate. I called your company three days ago. I find their answer totally unsatisfactory	
<b>CLOSING</b>	<b>ASKING FOR EXTRA INFORMATION / A REFUND / AN ANSWER</b> I would be really grateful if you could send me further information. I would appreciate a full refund of that purchase, a total of \$35. Please do not hesitate to contact me if you require any further information Please let me know what action you propose to take. <b>BEFORE ENDING</b> I look forward to hearing from you. I am looking forward to your answer. Thank you for your time. Thank you in advance. <b>BEFORE ENDING</b> Best regards <b>1</b> Sincerely <b>2</b> Faithfully	
<b>SIGNATURE</b>	Full name. (use a made-up name, never your real one in an exam)	

**+ Allowed phrasal verbs in formal language**

Adhere to (an ideal)  
Account for (=explain)  
Based on  
Carry out (a plan, an idea, an experiment,...)  
Contribute to  
Consist of  
Depart from  
Focus on  
Point out  
Refer to  
Subject to

**+ Formal verbs will be used instead of phrasal verbs**

Cause (instead of bring about)  
Discover (instead of find out)  
Discuss (instead of talk about)  
Emerge (instead of come out)  
Eradicate (instead of stamp out)  
Increase (instead of go up)  
Maintain (instead of keep up)  
Organize (instead of set up)  
Propose (instead of put forward)  
Select (instead of pick up)

**+ Use passive structures**

Your service is considered to be...  
Something immediate needs to be done.

**+ Do not use contractions**

**WRONG**

I'm  
It doesn't

**RIGHT**

I am  
It does not

**+ Use formal structures and connectors**

Another key fact to consider would be...  
Nevertheless, = However,  
Despite this,  
All things considered,  
The benefits of ..... outweigh the disadvantages  
On the other hand,

**+ Useful Webpages**

<https://www.wellingtonhousebcn.com/2017/04/formal-informal-email-vocabulary-phrases/>

<https://business.tutsplus.com/articles/how-to-write-a-formal-email--cms-29793>

[https://www.youtube.com/watch?time\\_continue=2&v=bZVsaWP4WvU&feature=emb\\_title](https://www.youtube.com/watch?time_continue=2&v=bZVsaWP4WvU&feature=emb_title)

<https://learnenglishteens.britishcouncil.org/skills/writing/upper-intermediate-b2-writing/more-formal-email>

<https://typely.com/blogs/entry/14-can-i-use-phrasal-verbs-in-formal-writing/>