

Email Writing

Gd 2 c u at d con'f. ur papr was nice. me too
intrstd n d same area. shall v come up wth a
combo paper?

b,rgds

A.Prashar

Email Writing- Reasons for Popularity

- Emails are fast, cheap, easy to operate.
- Emails capture the spirit of the age.
- Emails offer flexibility in tone and style.
- Emails have become legal and valid.

Email Writing- Some Common Pitfalls

- Privacy is lost.
- Casualness creeps in.
- Ambiguity impairs communication.
- Virtue is sacrificed to convenience.
- Junkyard is always full.

Email Writing-Guiding Principles for Composition

1. Avoid Being Abrupt

Hi,

Meeting likely to postpone. Call before you start.

V.K.Sarkar

Dear Members,

Due to some other pressing matter, the meeting regarding revision of draft proposal is likely to be postponed. Our office will call you up to let you know about the revised schedule for the meeting somewhere around 5.00 p.m.

Sorry for the inconvenience.

V.K.Sarkar

2. Use Subject Lines Effectively

ORIGINAL	REVISED
Meeting	Schedule for the Meeting Tomorrow
Fancy Dress Competition	Inviting Entries for Fancy Dress Competition
Retail Outlet	Announcement Regarding Retail Outlet
Just Like That	Exchanging Pleasantries
My Mobile Number has Changed!	Change in Mobile Number
Re: Delay	Re: Delay in Consignment Delivery
Absenteeism	Overcoming Absenteeism

3. Start Courteously

Madam

Have you received any communication from marketing guys? If yes, please kick the mail back. You know I am dying to listen to them.

MKN

Dear Madam,

Kindly let me know if you are aware of the schedule for the talk by the Marketing personnel. Being from a similar field, I am very keen to hear what they have to say.

Thanks and regards,

Mani Kumar Nayak

4. Add a Warm-up Sentence

Dear Chaitnya,

No issues with the proposal sent. We'll clear it in the meeting this evening.

Aninda

Dear Chaitnya,

Thank you very much for sending the proposal. It seems fine and will most likely be approved in the meeting scheduled this evening. I'll let you know about the final decision of the committee after the meeting.

With best wishes,

Aninda

Dear Mr. Chairperson

Keeping quiet busy; can't attend the meeting scheduled next week.

I.C.Sharma

Board Member

Dear Mr. Chairperson,

Thank you very much for informing me about the Board Meeting scheduled in the next week. However, due to some other pressing urgent matters, it would not be possible for me to attend the same. Nevertheless, I would be available online and can be consulted for any crucial decision that requires my view.

Wish you all the best for the meeting and look forward to receiving the Minutes for the same.

Yours truly,

I.C.Sharma

Board Member

Given below are some of the introducers that sound professional and appropriate:

1. It was as usual a pleasure talking to you. Your suggestion for introducing....
2. Thank you very much for showing an interest in our agency. However, because of...
3. We have gone through the brochure sent to us. We believe that we can go for....
4. It was nice to have heard from you after such a long time. It seems you have shaped up really well as a....
5. Thanks indeed for informing me about the concert. It would be an added delight if....
6. As you are aware of the fact that we are in the process of changing our nomenclature, it may take some time for us to look into....
7. Thanks for calling last evening. We are going to sit on this in the afternoon....
8. I hope this finds you in the best of health and spirits....
9. Thanks for your enquiry. However, as per company policy....
0. The meeting for rescheduling the conference is being planned. It would be appreciated if you can return the enclosed form with details....

5. Avoid all Capital Letters

ALL CONCERNED ARE REQUIRED TO TURN OFF THE LIGHTS BEFORE LEAVING THE CONFERENCE ROOM AFTER THE MEETING. TIME AND AGAIN IT IS OBSERVED THAT THE FANS AND TUBELIGHTS ARE ON WELL AFTER THE MEETING IS OVER. LOSS OF ELECTRICITY IS LOSS OF NATURAL RESOURCES AND INCURS COST TO BOTH COMPANY AND NATION.

CHIEF(MAINTENANCE)

6. Use Proper Spellings

Hi all,

V r intrstd in buying the latest heatconverter launched ur company. r u ready with supplies? Pl specify schdl of delivery 4 v 8t waiting wons the deal is thru.

VKR

For Toto Syringe Pvt Ltd, Hyderabad

Dear Sir/ Madam,

We are interested in purchasing the latest Heat Convertor(Model CCS 1232), launched recently by your company. We would like to understand whether the product is ready to be supplied. Kindly let us know how much it would take for you to send the consignment once we place an order.

Thanks and soliciting an early reply,

Yours truly,

Vikram Reddy

Purchase Coordinator

for Toto Syringe Pvt Ltd., Hyderabad

7. Avoid Acronyms

Hi Sid,

Wud u mind passing me FAQ? I'll wait at BC 4 u EOL. BTW, REPREE
Tuts were gr8.

TVM & BFN

KK

Hello Siddharth(Sid)

Would you mind passing on to me the list of frequently asked questions(FAQ) distributed in the class yesterday? If possible, please come to the Bank Canteen(BC) after the lecture. I'll wait for you there at around 2.00 PM. By the way, thanks for notes on Report Writing; they were quite useful.

Thanks you very much and bye for now.

Karthikeyan

8. Use Emotions and Smileys Sparingly



A happy face suggesting joy and humor



A sad face suggesting unhappiness or sadness



An expression suggestive of shock and surprise



An expression suggesting realization of an error

9. Take Care of Punctuation Marks

10. Use Salutations and Complimentary Close

Some Common Salutations:

- Dear Mr/Mrs....
- Dear Sir/Madam
- My Dear....
- Dear Colleagues

Some Common Complimentary Close:

- Thanks and regards
- Best wishes
- With warm regards
- Bye for now
- Your enquiries are always welcome
- Soliciting an early reply

11. Identify Yourself

Dear Sush,

Pl return the files marked with corrections and suggestions. This needs to be incorptd. in the bulletin today.

PK

Dear Sushmita,

As discussed telephonically, please return the files marked with corrections and suggestions as soon as you complete the task. As all these suggestions and corrections ate to be incorporated in the Bulletin today itself, please give top priority to it treating it as most urgent.

Thanks and regards,

Prabhat Kashyap

Editor-in-Chief

Email Writing- Maintaining Common Etiquette

- Reply Immediately
- Avoid Circulating Emails to Everyone
- Avoid Attaching Unnecessary Files
- Answer All Queries
- Avoid Sexist Language
- Be Aware of Email Jargon
- Keep your Mail Box Uncluttered
- Read and Edit your Mails