

Effective Email



Tips

- Personalize your email with a short friendly opening and closing statement.
- Which style? Choose a neutral/formal tone or use the style used by the sender.
- Be specific. Highlight the specific results you want in the first paragraph.
- Always give due dates.
- Always write a clear subject line.

Opening

Neutral/formal

Dear Ms Hodder / Dear Mr Patton
Thank you for your email
It was nice to hear from you ...
I hope you enjoyed the event.

Informal

Hi Marty / Hi All
Hope you are well.
How are things?
Tnx for your speedy reply.

Closing

Neutral/formal

Thank you once again for your cooperation.
Once again, I apologise for any inconvenience.
Should you have any questions or queries please
do not hesitate to contact me.
Please give my regards to (mutual acquaintance).

Informal

Tnx again for all the help.
Sorry once again about the confusion.
Please feel free to get in touch any time.
Say hi to everyone from me.
All the best (Atb)

I look forward to hearing from you.
Wishing you a good week.
Kind regards / Best regards

Have a great weekend.
Take care / Best wishes / Best
Atb (all the best) / CU (See you)

The purpose

Why are you writing?

Neutral/formal

Further to your email, I have a question concerning
/regarding ...

I am writing in response to ...

I was asked by ... to contact you regarding ...

We are interested in purchasing /developing / acquiring /
sourcing / extending ...

Informal

This is just a short email to ...

Just a quick reminder that ...

Re the next meeting, I'm afraid I ...

Re your comments, I'd just like to thank you for /
point out that / clarify a few things ...

Requests

1 Request for action

Neutral/formal

Could you possibly amend / draw up / organize / send / forward ... by 12 August / no later than Wednesday 12.00 pm?

Please ensure / We would kindly request that you ...

Please submit payment to us by 30 Sept.

Informal

Can you give me a hand with ... / sort out the problem with ... / do me a quick favour / set up / check whether / fit me in for a meeting? Can you notify the team re. ...

Please give the go-ahead to the supplier.

Could you get in touch before 14.30 re ... ?

2 Request for a response

Neutral/formal

Could you let me know by return mail if this is possible please?

I would like to suggest the following appointments
Please confirm which dates suit you best.

We look forward to receiving your answer by 01 Nov 2013.

Can you let me know when I can expect your feedback please?

Please advise as necessary.

Informal

What is a realistic deadline for you?

Pls let me know by return.

Pls keep me in the loop about ...? / Pls fill me in on ...

Re ..., what's the story?

Can you just drop me a quick line to say when I can expect I need to tie up some loose ends.

I need some info onCan you help at all?

Thanks in advance for your prompt reply.

3 Request to read only

Neutral/formal

Please be informed that ...

We would like to advise you that there has been a change in schedule ...

Please find an update of / the minutes of the xx meeting attached.

No response is necessary.

Informal

FYI, here is the ...

Please read the following before the kick-off.

Here as promised is the article about ...

Just a quick update, ...

Follow this link ... for more info.