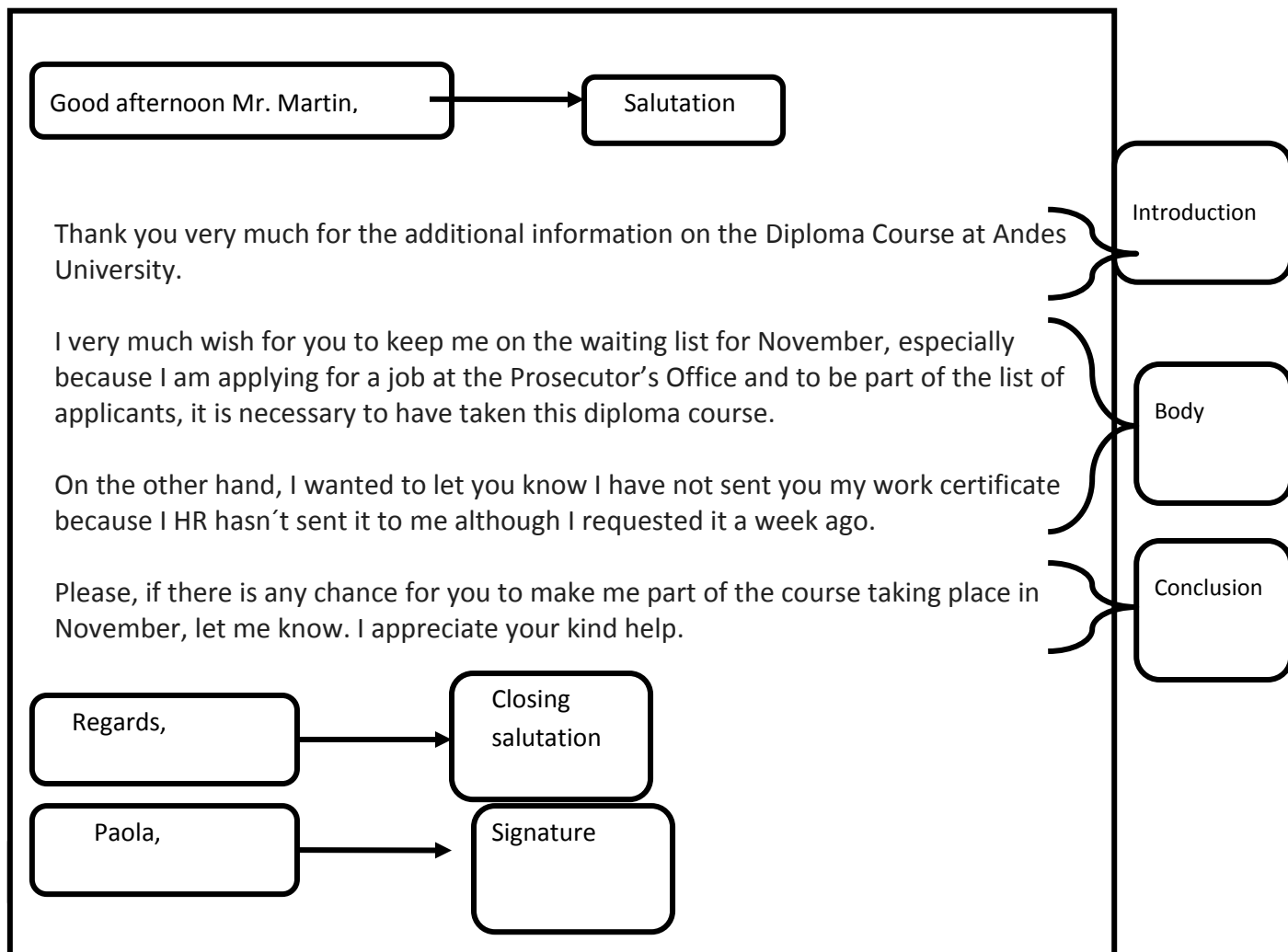


HOW TO WRITE EMAILS AND LETTERS

Professional Development – Emails and Letters

Emails, as well as letters are ways for people to communicate either on a formal or informal basis. Each one of these follows a different structure. Here, we have steps and a sample of each to follow when writing an email and/or a letter, including address, date, salutation, introduction, body, conclusion and closing salutation and signature.

SAMPLE EMAIL



SAMPLE LETTER

Calle 12 # 6-25
Bogota, Colombia
April 26, 2017

Dear Ana,

→

Salutation

This is Paola Castellanos. Remember me? We used to be friends in high school but we haven't seen each other in like ten years, since I moved to Colombia. I'm writing to you because I wanted to hear from you and let you know I will be visiting Caracas in June so maybe could maybe see each other then.

How are you? How is the situation for you and your family in Venezuela? I got your address from Natalie Williams. We speak now and then. What are you doing now? Did you and Peter marry? How's your family?

I'm ok. At the moment, very busy, doing Masters in Psychiatry. I'm a doctor and not a lawyer, like everyone thought I would be. Actually, I think I've changed a lot over the years.

Do you remember Gabriel Castro? The guy no one spoke to in school? He's doing the masters with guess and me what? We're going out! Isn't life funny!

There's a lot more to say but not enough space in this letter. It would be great to hear back from you and hopefully see you in June.

Speak soon,

→

Closing salutation

Paola

→

Signature

Address,
city,
country,
date.

Introduction

Body

Conclusion

ADDRESS

- Always necessary in letters.
- The writer's address not the recipient's address.
- On the top right corner

- **DATE**

- Always necessary in letters.
- On the top right corner
- 26/04/2017
- April 26, 2017
- 26th of April, 2017
- Wednesday, April 26, 2017

SALUTATION

- Always necessary in both emails and letters.
- *Dear name, (formal)*
- *Dear Mr., Mrs., Miss + name (very formal)*
- *Hi name, (informal)*
- *Hello name, (informal)*
- *Good morning name, (formal)*
- *Good afternoon name, (formal)*
- *Good evening name, (formal)*

INTRODUCTION

- Always necessary in both emails and letters.
- In the first (1st) sentence you should introduce yourself if the recipient does not know you or might not remember you.
- The first (1st) paragraph should include the reason for writing the email or letter.
- The first (1st) paragraph should introduce the topic you will talk about in the message (short summary).
- *This is name writing to you. I'm not sure if you remember me.*
- *Thanks a lot for your letter/email.*
- *Thank you for you quick response.*
- *I appreciate your quick response.*
- *Thank you very much for answering my last letter/email so quickly.*
- *I've just received your letter/email.*
- *I'm writing to you because...*
- *I'm sorry I haven't written in a while but I've been very busy.*
- *Sorry for not writing/answering sooner.*
- *It is great to hear from you,*

BODY

- Must be divided into short paragraphs.
- Use contractions like “I’m”, “don’t”, etc. for informal emails or letters.
- Don’t use contractions like “I’m”, “don’t”, etc. for formal emails or letters.
- Exclamations can be used to emphasize.
- Questions are a good way to motivate a response.

CONCLUSION

- Always necessary in both emails and letters.
- The last paragraph should conclude the message.
- *I’m looking forward to hearing from you.*
- *I hope to see you soon.*
- *I’ve no more news at the moment.*
- *I hope to hear back from you.*
- *I am looking forward to meeting/speaking with you.*
- *I hope to receive an answer back from you.*
- *I would love to hear more from you.*
- *Please get back to me as soon as possible/ once you can.*
- *Write me and let me know how you are getting on.*
- *I must end my message now but will be looking forward to hearing from you.*
- *And that would be it for the moment.*
- *Take care and hope to hear from you soon.*
- *I appreciate your kind help*
- *Well, that’s all/it for now*
- *Thank you for your time.*

CLOSING SALUTATION

- Always necessary in both emails and letters.
- *Lots of love (informal)*
- *Love (informal)*
- *Yours, (informal)*
- *See you soon, (informal)*
- *All the best, (informal)*
- *Take care, (informal)*
- *Regards, (formal)*
- *Best, (formal)*
- *Speak soon, (informal)*
- *Sincerely, (formal)*
- *Thanks a lot, (informal)*
- *Have a good night, (informal)*
- *Have a good day, (informal)*



- *Have a nice day, (informal)*
- *Have a nice weekend, (informal)*

SIGNATURE

- Always necessary in both emails and letters.
- Name + last name.
- Only name.
- Initials.

PURPOSES FOR WRITING AN EMAIL OR A LETTER

SAYING THANK YOU

- *I'm just writing to thank you for...*
- *Thank you very much for...*
- *I am very grateful for...*
- *Thank a lot for...*

RESPONDING TO QUESTIONS

- *About what you said in the previous message referring to....*

GIVING ADVICE

- *If I were you, I would...*
- *Have you thought about ...*
- *I think you should/shouldn't...*

GIVING INFORMATION

- *I just wanted to let you know that...*
- *I also wanted to add...(for a second or third paragraph)*
- *On the other hand...(for a second or third paragraph)*

GIVING GOOD NEWS

- *I'm sure you'll be pleased to hear that...*
- *You'll never guess what happened!*
- *I'm really glad/ happy to hear about...*

GIVING BAD NEWS



- *I'm sorry to tell you that...*
- *Bad news, I'm afraid that...*

ASKING FOR HELP OR A FAVOR

- *I wonder if you could help me with...*
- *I hope it's not too much to ask but...*
- *I would appreciate if you could help me with...*
- *I wonder if I could ask you to please...*
- *I very much wish for you to...*

APOLOGIZING

- *I'm writing to say sorry for...*
- *I'm writing to apologize for...*
- *I'm really sorry about...*
- *I would like to apologize for...*
- *I'm really sorry that...*