# Steps to Write an Email as Professional

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# Outline

M4: Steps to Write an Email as Professional

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### Objectives

- Study on different type of email
- Study on different tips to write an email

## Introduction

- Electronic way to exchange information in short time, long distance
- It is the demand of time to convey information in everywhere
- Emails indicates proper effective ways followed by some rules to send and receive and reply at any email
- Email address is required for sender and receiver belongs to any email server
- Commonly used email servers are *@gmail.com*, *@yahoo.com* etc.

## No-Reply Email

- No response is expected or no reply(from receiver) is necessary
- Email is sent for compliment or information purpose

## Inquiry Email

- Reply is expected from receiver against questions or advice

## Open-Ended Email

- Create communication lines open for the purpose of some future result or benefit
- Reply is always expected

## Action Email

- Action are followed mentioned in mail
- Generally, it is sent by the comparative higher administrative staff

## Sender

- Sender is always one and an account holder of any server (as @gmail.com, @mgcub.ac.in)

## Receiver

- **To :** Receiver of any mail. Receivers may be single or multiple in count.
- **Carbon Copy (CC : )** With the main recipient, we can send copies of the message to other people by including their e-mail addresses in the **Cc** field. CC people will be treated as a email observer to inform someone formally such as
- **Back Carbon Copy (BCC) :** This section email address is used to inform someone securely/hidden from recipient as To and CC part addresses and BCC address could be email of VC of university /CEO of company/PMO of India.

## Subject

- It is very precise and full informative on exact purpose

## Body Parts

- Contains Salutation/Greetings/Wishing, Introduction (in 20-30 words), Main body(in 100 words), closing/conclusion/thankful part (in 15-20 words), Signature

## Attachments

- Attached filename should contain sender information and topic of document in short

## Writing Section

- Salutation/Greetings/Wishing
- Introduction: An opening sentence that communicates main idea
- Main body parts: Description of ideas and purpose
- Enclosures: attachment file details or table inclusion for detailed information
- Conclusion: An appropriate closing statement/conclusion/thankfulness
- Signature

## Formatting Tools

- Text formatting tool (very precisely): size, font, color, bold
- Table object insertion

# Email Writing Tips

## Email Writing Tips

- Pay attention to word choice
- Words should be simple and easy to understand (simple sentense)
- Focus on point
- Skip conditional statement (if …. else)
- Perception about the Receiver and Perception about the Sender
- Tone and Punctuation
- Enumerations of purpose (separete purpose in separate paragraph)
- Text formatting should be attaractive
- Limit use of passive voice
- Don't use jokes, emotions, or emoticons
- Don't use abbreviations
- It is considered very rude to use CAPITAL LETTERS LIKE THIS BECAUSE IT MEANS THAT YOU ARE SHOUTING.
- Proofread at end of writing
- If email writing time is short, then early write an email and save in *Draft* box
- Once mail is send, be confirm about it in *Sent* box

## Purpose Description

- Don't write a long introduction, don't tell a story. Skip the niceties.
- People just want to know what you want, so state that, in the first sentence.
- Purpose in the opening sentence.
  - I am writing to enquire about ...
  - I am writing in reference to ...

## Closing Remarks

- Request to respond to any activity
- Show gratitude to the receiver
- Sometimes, advanced thankfulness is expressed before any activity

## Email Replies

- Reply promptly to serious messages
- If email reply dependent on data collection and it is time consuming, show proper causes and explain the delay immediately
- Due to non-responsive to any email in time, explain the delay whenever account is accessible
- Check important emails before leaving the day/week end/leave/vacation
- Email replies may start with wishing on special occation to create an impression

## Signature

- Relate sender to receiver (regards, best wishes)
- Identification address of sender to receiver
- Mail server may save different signature for different purpose for multiple post holding officer

## Disclaimer

- It may contain common information (except signature part) to receiver of email
- It declares official declaration to receiver (valid or invalid for receipient)

## Attachment

- Attachments file should be small in size
- Number of attachments should be less or combined into a single document
- Attachment filename should contain sender name/id and email-purpose in one word
- Atteched file type is preferred in PDF (Portable Document File) file format

## Review of Written Email

- Check for spelling
- Read mail before send it (to check grammer, sentence meaning)
- Precise the written mail
- Overview to check receipeint, subject, attachments

- What are the good ways/tips to write a formal professional email?
- Describe different sections of an email.

lorrainepinto. Professional email presentation. [Online]. Available: https://www.slideshare.net/lorrainepinto/professional-e-mail-presentation

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*Thank You...*