



Email Writing

The Rules

1. Emails can be written informally, but ONLY when you know the person receiving the email
2. Do not use “well noted” it has no meaning in English. Instead use “I note what you say regarding ...”
3. If you are replying to an email, ALWAYS start using “Thank you for your email”
4. Always start your email “Dear ...” NEVER with “Hi” or “Hello”
5. Keep you sentences short and simple because this makes your email easier to understand
6. Always check your email for spelling and grammar errors before sending (remember you are writing on behalf of your company.
7. Write your email in the same style you received your email.
8. Keep paragraphs short and always leave a line space between paragraphs.

Example email

The screenshot shows an email client window titled "In My Address Book — On My Mac (1 unread)". The message list includes:

From	Subject	Date Received	Time
Stefani Garrett		May 7, 2005	11:59 AM
Kelly Scott	Belgium: home again – English, azaleas, nor'easters – oh my!	Today	10:16 AM
justin@skazat.com	Justin's Example List Mailing Complete. – Justin's Example L...	Today	5:12 PM
Justin's Example List	Justin's Example List Message	Today	5:12 PM

The selected email content is:

From: Justin's Example List <justin@skazat.com>
Subject: **Justin's Example List Message**
Date: May 10, 2005 5:12:52 PM MDT
To: Justin Simoni <justin@skazat.com>
Reply-To: Justin's Example List <justin@skazat.com>

Dear John,

Thank you for your email dated 9 May 2005

I note what you say regarding delivery of the samples and I shall do my best to make sure that the samples reach you no later than the 10 June.

In the meantime if there is anything I can do to help you, please do not hesitate to contact me.

Regards

Chris

Further Email writing Tips:

1. Never start your email "I am from BCM" Your email address and signature tells the reader who you are and where you are from.
2. Make sure your "Name" is set to your English name and not your name in Hangul. Non- Korean computers cannot read Korean and therefore your mail may be regarded as 'spam'
3. If you start your email with "Thank you for your email" you do not need to end your email with "thank you"
4. Keep your email short if you want it read. Long emails are always the last emails to be read.
5. Only use abbreviations if you are quite sure that your reader understands them.
6. Do not use underlining in an email. Underlining looks like a hyperlink to a website.

In today's business world, many people are finding that their email programme is the most important tool they have in their office. Many business people find communicating with the other side of the world much easier in written form than it is using the telephone. The reasons for this are simple. Written communication allows you to take your time to fully understand something and think before you respond.

Communications written in English have no dialects or differences in tone or pronunciations. It is English. Of course there are a few differences between US English and British English when it comes to spelling, but it is very easy to see these differences (for example color and colour)

Written communication also allows for the global time differences. In London it may be the start of the day (8.30am) but in Seoul it is nearly the end of the business day (5.30pm) A Korean business person can send an email to his London partner at the end of the day and his partner in London will receive it at the start of her day.

So it seems that email is here to stay and to remain an important part of business communication in today's global business environment.