

## All about e-mails

### Your e-mail template:

From: [nour@tlp.lu](mailto:nour@tlp.lu)

Date: 25.04.16 16:07:42

To: Peter@Lux.lu

CC: [toby@tlp.lu](mailto:toby@tlp.lu); [sarah@tlp.lu](mailto:sarah@tlp.lu)

Subject: Organising a first contact meeting

Dear Peter

I hope this e-mail finds you well.

Use an appropriate opening sentence before referring to the purpose of the e-mail. Ensure your language is professional, clear and acronym/jargon free.

I am writing with reference to our discussion at the networking event yesterday evening. I would welcome the opportunity to meet with you and talk through the services we provide. I would be available next Thursday (5<sup>th</sup> May) or Friday (6<sup>th</sup> May) for a meeting and would be happy to come to your office. I would be grateful if you could let me know if this is convenient to you and what would be a suitable time to meet for you.

If you have any further questions, please don't hesitate to contact me. I look forward to meeting you.

Best regards

Nour

Ensure you use an effective closing sentence before finishing the e-mail.

Copy the relevant people but don't over 'cc'. The title should be clear and short.

Ensure the start is appropriate



### The Language Partnership Workshop

Wednesday 20th April 2016

## 'Writing effective e-mails at work'

### How to start an e-mail:

- Dear Mr/Ms (*full name or last name only – formal and acceptable in Europe*)
- Dear Nour (*Formal and acceptable in the UK*)
- Dear All, (*formal, semi-formal group e-mail*)
- Dear Sir/Madam or 'To whom it may concern' (*you don't know the person and formal*)
- Hi Nour (*semi-formal – good colleagues*)

### Introductions:

- I hope this mail finds you well. /I hope things are well with you.
- With reference to/with regards to...
- Following our recent phone call/meeting....
- Thank you for your last e-mail....

### Starting the main topic:

- I would like to (draw your attention to, remind you that, highlight, explore the possibility of, discuss, apply for, request, etc.....). I would welcome the opportunity to....

### Closing sentences:

- I look forward to (hearing from you, our next meeting, working together on this project, etc.....). Should you have any further questions/queries please don't hesitate to contact me.

### How to finish an e-mail:

- Best regards/Kind regards (*formal*).
- Best/Regards (*semi – formal*).
- All the best/Best wishes (*semi-formal/informal*)

### The Language Partnership Workshop

## 'Delivering presentations in English'

**When:** Wednesday 18th May 2016, from 6.30 pm until 8.30 pm.

### Benefits for you:

- ✓ Improve your professional use of English.
- ✓ Develop your confidence, fluency and vocabulary in key aspects of your job.
- ✓ Enhance your language and skills in preparing for a new job.
- ✓ Practice and develop new approaches in a supportive environment.
- ✓ Network with likeminded professionals.

**Abbreviations: Reminder:** 1) i.e. I am going to explain what I mean in different words. 2) e.g. I am going to give an example. 3) NB. I am going to give special attention to this next point. 4) PS. I am adding some information at the end I forgot (never use!).