SENDING FORMAL E-MAILS

Sending e-mail at work or school is a little different from sending e-mail to friends. These kinds of e-mail are usually formal communications. Following is some information about sending formal e-mails.

1. Make sure the e-mail address of the person to whom you are writing is spelled correctly.

2. Include information in the subject line that makes it clear what the main point of the e-mail is.

3. Open your e-mail message with a greeting (for example, Dear Ms. Taylor,).

4. Press Enter to begin your message on the next line.

5. Use standard spelling, punctuation, and capitalization in your message. Do not use text abbreviations, such as U or lol.

6. Do not write in all capital letters. That is considered rude or screaming in e-mail.

7. Make your e-mail as short as possible. Usually, in American business or school we do not ask, “How are you?” or “How is your family?”

8. Do not use emoticons, such as smiley faces or hearts.

9. If you are sending an attachment to your e-mail, be sure to write that in the e-mail message and explain what the attachment is about.

10. Be sure to write your name on a separate line.
Example of a formal e-mail to Ms. Taylor to send her your e-mail address:

Dear Ms. Taylor,
I am sending you this message so you will have my e-mail address. I look forward to receiving e-mails from you.
Dorothy Taylor