

Writing a Formal Email Guide



Greetings

Dear Sir/Madam,

Dear...,

Good morning,

Good afternoon,

Greetings,

Endings

Best wishes,

Regards,

Kind regards,

Many thanks,

Sincerely,

Checklist

Write the recipient's email address.	
Write a clear subject.	
Put the greeting.	
Write an introduction.	
Add more details into organised paragraphs.	
Write a conclusion saying what needs to happen next.	
Finish with 'Kind regards', 'Many thanks' or similar.	

Sentence Starters

As a result,	Following...,
As you can clearly see,	Furthermore,
Firstly,	
Secondly,	
Finally,	
Therefore,	



Writing a Formal Email Guide



Greetings

Dear Sir/Madam,

Dear...

Good morning,

Good afternoon,

Greetings,

Endings

Best wishes,

Regards,

Kind regards,

Many thanks,

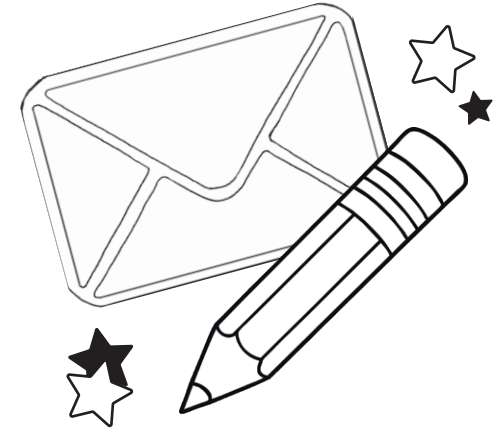
Sincerely,

Checklist

Write the recipient's email address.	
Write a clear subject.	
Put the greeting.	
Write an introduction.	
Add more details into organised paragraphs.	
Write a conclusion saying what needs to happen next.	
Finish with 'Kind regards', 'Many thanks' or similar.	

Sentence Starters

As a result,	Following...
As you can clearly see,	Furthermore,
Firstly,	
Secondly,	
Finally,	
Therefore,	



Writing a Formal Email



What Is a Formal Email?

Search



A formal email is an email that is written using a formal tone of voice. It usually avoids slang or chatty language.

A formal email can be used to:

- make a complaint;
- write to a business to request something;
- write to a politician about an important issue;
- write to someone that you don't know.

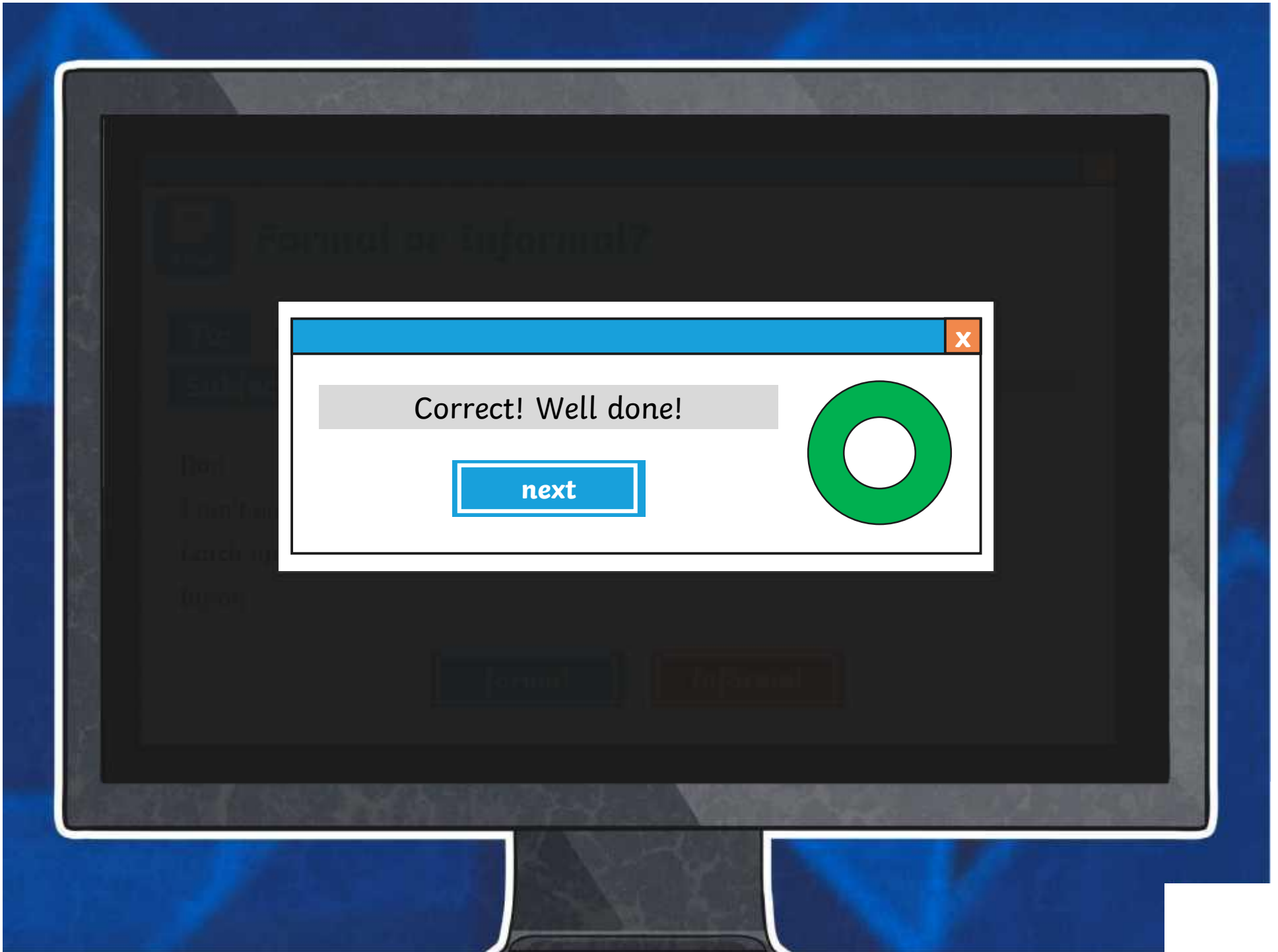
Can you think of another scenario where you might choose to write a formal email?

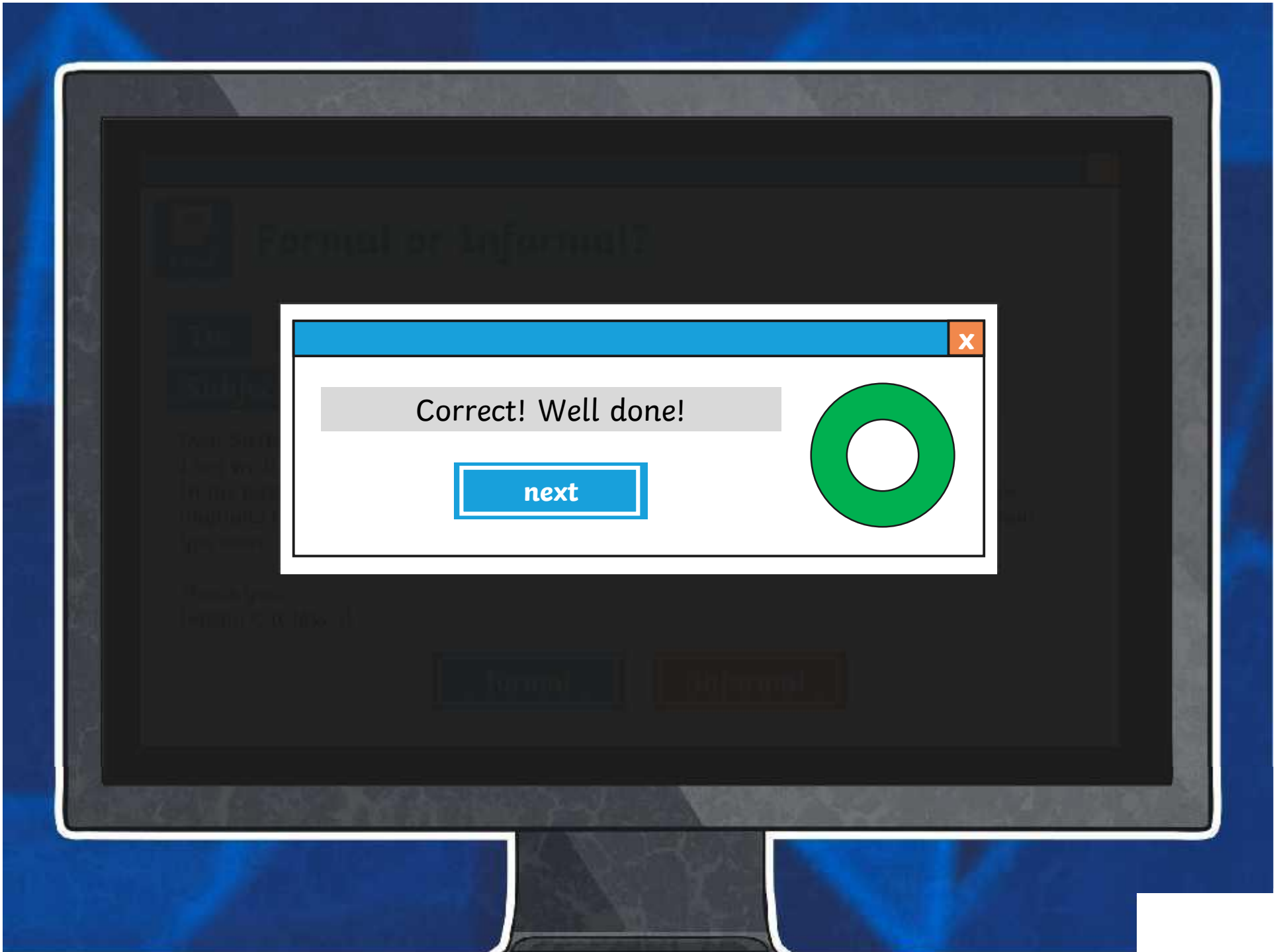


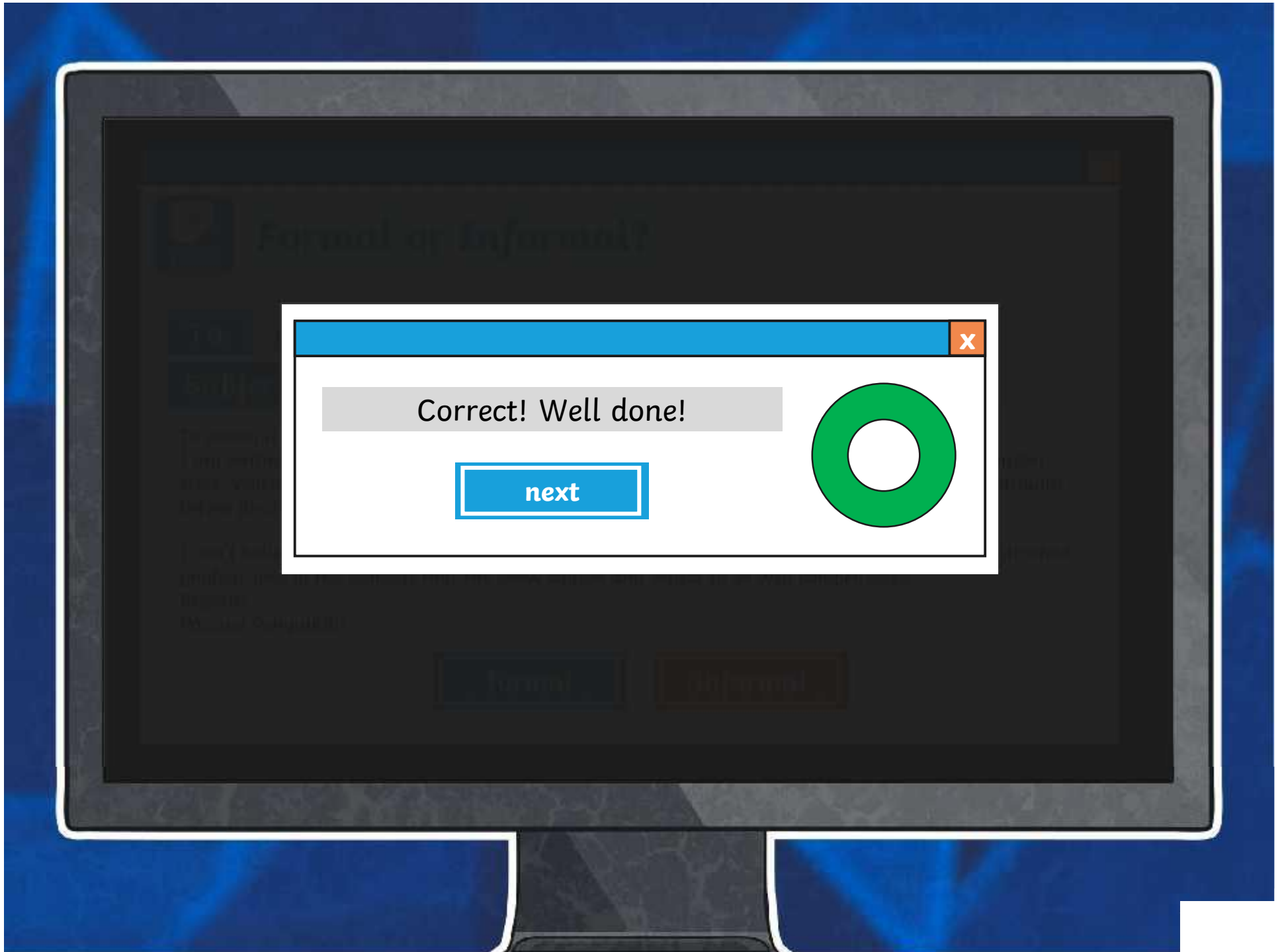
Formal or Informal?

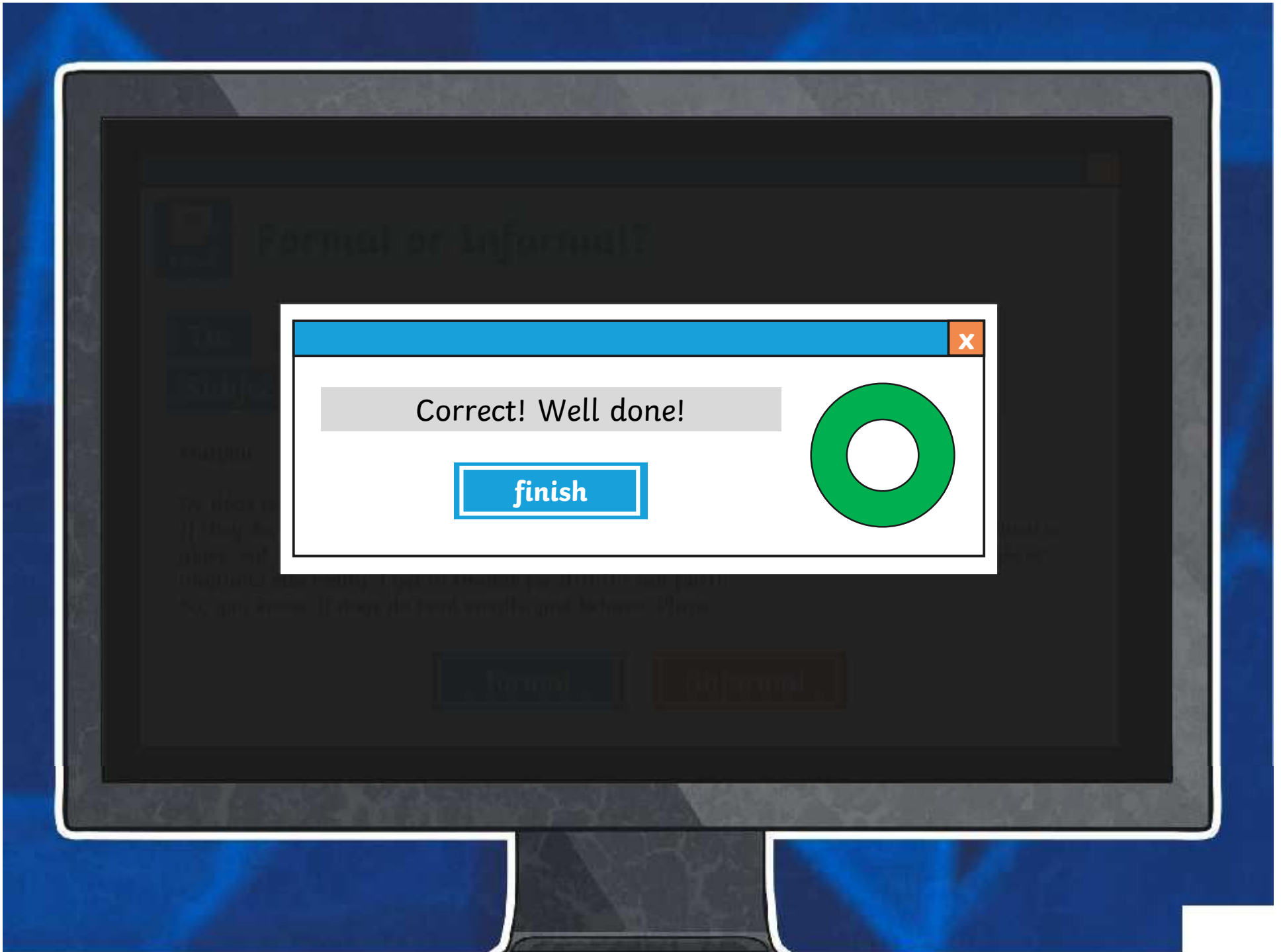
Read the email below. Is it a **formal** or **informal** email?
When you have decided, click the correct choice.

Play









Features of a Formal Email

Search

A formal email should have the following features:

- the recipient's email address;
- a clear subject;
- a greeting (e.g. Dear Sir/Madam);
- an introduction;
- more detailed information divided into paragraphs;
- a conclusion that says what should happen next;
- a sign off (e.g. Kind regards).





Formal Email Example

Take a look at the formal email from Wendell Weasel to the three little pigs on the next slide.

How many features of a formal email can you spot?

Play





Formal Email Example

To: threelittlepigs@talemail.com

Subject: Update for Case No. 3003

Dear Pig 1, Pig 2 and Pig 3,

I am writing to update you with regards to case no. 3003: The Three Little Pigs vs The Big Bad Wolf. As you will be aware from our last conversation, there were a number of issues that needed to be addressed before a formal complaint could be made.

Next page

Look out for...

the recipient's email address;

a clear subject;

a greeting;

an introduction;

detailed information divided into paragraphs;

a conclusion;

a sign off.



Formal Email Example

To: threelittlepigs@talemail.com

Subject: Update for Case No. 3003

Firstly, there was the issue of proof. It was initially my understanding that, although two of your homes were completely destroyed, there were no eyewitnesses aside from yourselves. Following Pig 2's suggestion, I have since been in touch with Montgomery Mole who, according to you, was digging in a nearby field at the time.

[Previous page](#)

[Next page](#)

2

Look out for...

the recipient's email address;

a clear subject;

a greeting;

an introduction;

detailed information divided into paragraphs;

a conclusion;

a sign off.



Formal Email Example

To: threelittlepigs@talemail.com

Subject: Update for Case No. 3003

Mr Mole has agreed to provide a witness statement with regards to the 'huffing and puffing' that he heard that day.

Secondly, there was the issue of The Big Bad Wolf's whereabouts. You will be pleased to know that we have been recently informed that he is currently residing in the woods near Grandma's house.

[Previous page](#)

[Next page](#)

3

Look out for...

the recipient's email address;

a clear subject;

a greeting;

an introduction;

detailed information divided into paragraphs;

a conclusion;

a sign off.



Formal Email Example

To: threelittlepigs@talemail.com

Subject: Update for Case No. 3003

A member of our firm is taking a trip out there this evening; I will keep you updated with their findings.

Finally, there was the slight issue of payment. As you are aware, our services require a fee. Although your offer to build me a new home was very kind, I would like to point out that this is not a good idea given your current predicament.

[Previous page](#)

[Next page](#)

4

Look out for...

the recipient's email address;

a clear subject;

a greeting;

an introduction;

detailed information divided into paragraphs;

a conclusion;

a sign off.



Formal Email Example

To: threelittlepigs@talemail.com

Subject: Update for Case No. 3003

We accept cash or bank transfer and will need to receive the full amount before we can continue any further. Our offices are open every weekday from 9 until 5. I look forward to hearing from you soon so that we can continue in the fight for justice against The Big Bad Wolf.

Kind Regards,
Wendell Weasel

[Previous page](#)

[Finish](#)

Look out for...

the recipient's email address;

a clear subject;

a greeting;

an introduction;

detailed information divided into paragraphs;

a conclusion;

a sign off.

The Subject

When writing an email, you're asked to include a subject. This gives the recipient an idea of what your email is going to be about before they've opened it.

Make sure that your subject is short, clear and to the point. Something like...



Example Email

To: example@examplemail.com

Subject: Invite to Graham's Party



How to Start and End a Formal Email

When writing a formal email, it's important to start and finish the email politely and clearly. Here are some ways that you can start and end your formal email.

How to Start a Formal Email

Dear...,
Dear Sir/Madam,
Good morning,
Good afternoon,
Greetings,

How to End a Formal Email

Best wishes,
Kind regards,
Many thanks,
Regards,
Sincerely,

To Recap

A formal email is an email that is written using a formal tone of voice. It usually avoids slang or chatty language.

- the recipient's email address;
- a clear subject;
- a greeting (e.g. Dear Sir/Madam);
- an introduction;
- more detailed information divided into paragraphs;
- a conclusion that says what should happen next;
- a sign off (e.g. Kind regards).



