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?

E-Mail

Formal or Informal?

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

Play

Formal or Informal?

To:

Subject:

Dear Sir/M...
I am writi...
In the pas...
anything t...
you soon.

Thank you,
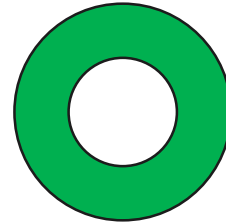Hasani C (Class 5)

formal   informal

Correct! Well done!

next

Formal or Informal?
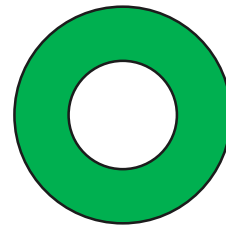
E-Mail

To:

Subject:

To whom it
I am writin
store. When
before final

I can't belie
photographs of the damage that the snow caused and expect to be well compensated.
Regards,
Pascual Penguinito

formal   informal

Correct! Well done!

next

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.

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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.

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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.

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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.

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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

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Finish

5

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...

E-Mail

Example Email

To: example@examplemail.com

Subject: Invite to Graham's Party

X

X

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).