Formal / informal e-mails

Formal or work email general features

• Email tends to be **brief**

• Email is <u>generally</u> **less formal** than communication on paper

• Email does not communicate emotions as successfully as face-to-face or even telephone conversations. The reader of your email may not be able to tell from your words if you are serious or joking, angry or just surprised.

• Emails, especially very short emails, can sound angry, unfriendly or rude **when this is not intended by the writer**.

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Key point to remember

Emails that are written very quickly and carelessly <u>can sound unfriendly and rude.</u>

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1. Salutation:

It is generally a good idea to start an email with a greeting <u>rather than beginning the message immediately.</u> Just like a face-to-face exchange of greetings, email greetings:

- show that you are friendly and pleasant
- show <u>respect</u> for the reader.

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Different cases

• You know the person: Hi, Hello, Hi Paul, Hello Cindy.

• It's a second (third, etc.) email within a series of messages to the same person: <u>you may omit salutation</u>)

• You don't know the person: Hello Mr. Smith. Hi **Ms**. Smith

• The person is <u>much older</u> than you. Hello **Ms**. Smith

• The person is <u>higher in rank</u> (your employer, your boss, your teacher, etc.). **Dear Ms. Smith. Dear Dr. Smith, Dear Prof. Smith**

• The person is from a country more formal than you (?). Dear **Dr Smith**, Dear **Prof. Smith**

2. Subject

- It must show **the main point** of an email

- It gives you the chance to tell the reader of your email why you are emailing them <u>before</u> they have even opened opened your message.

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Bad Subjects !!!

Subject: Hi

Subject: Another thing

Subject: (empty)

Subject: same subject of your last mail

Good Subjects

Subject: Meeting Room changed to 307

Subject: Lunch (Fri 9 Oct) canceled

Subject: REQ: Feb sales figures

Subject: Reminder: conference agenda due

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3. Content and length

- Write in <u>short</u> paragraphs.
- Separate paragraphs
- Use <u>headings</u> within the body of your message if the message relates to several different subjects.
- Consider numbering your points. The reader will find this useful when responding to particular points.
- Use short sentences. Try to keep your sentences to a maximum of 20 words.
- If possible, try to fit your message onto one screen so that the reader does not have to scroll down to see the rest of it.

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4. Punctuation and abbreviations

Generally, the rules for spelling, grammar, and punctuation that apply to letter-writing <u>also apply</u> to formal or work emails.

- <u>Contractions are acceptable</u> in formal emails: (I'm, he's, can't, etc.).
- Other abbreviations, such as "U" for "you," "plz" for "please," and "thx" for "thanks," though often used in personal email, are <u>generally not acceptable</u> in formal or work emails.
- Likewise, emoticons or smileys are not generally used in formal or work emails

5. Ending a formal email (1)

a. **Before Signoff:**

- I hope to hear from you soon.
- I look forward to hearing from you.
- I look forward to your response.
- Many thanks for your time.
- Thanks again for this.
- Many thanks in advance.
- Thank you for taking the time to answer my questions.
- I hope this helps.
- Please get in touch if you have any more queries.

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5. Ending a formal email (2)

b. Signoff: An email that ends without a signoff can sound a little rude, especially if the content of the email has included a disagreement or problem.

Common **signoffs**:
- Many thanks
- Thank you
- Thanks again
- Best
- Regards
- Best regards
- Kind regards
- Warm regards
- Best wishes
- With best wishes

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Informal email general features

- Friendly greetings or salutations
- Loose use of punctuation
- Use of smilyes, emoticons and abbreviations:

AFAIK As Far As I Know

AKA Also Known As

ASAP As Soon As Possible

B4 Before

BTW By The Way

CUL8R See You Later

CYA See Ya

CYU See You

Before signoff

- Talk to you later.
- Hope you're doing okay/well.
- Hope you're all well.
- See you soon.
- Better go now.
- Tell you more when we speak.
- Have a good weekend.
- Hope to see you soon.

Signoff

- Love
- Lots of love
- Take care
- Ciao
- Later
- See you
- **See ya!**
- Cheers

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Other texts

- Letters
- Blogs
- Essays
- Reports
- Presentations
- Instructions
- Leaflets and flyers
- **Papers**
- **Theses**
- **Dissertations**

- **Paper** (Congress, symposium, course work)
- **Thesis** (Bachelor or Masters degree)
- **Dissertation** (Ph.D.)

Differ

- **in length**
- **in depth**

Similar:

- **in style (formal)**

Similar:

   - in style (formal)

They **do not:**

- include informal or slang words
- include contractions, such as **isn't** and **won't**
- generally include phrases that use the words **I**, **me**, or **my**

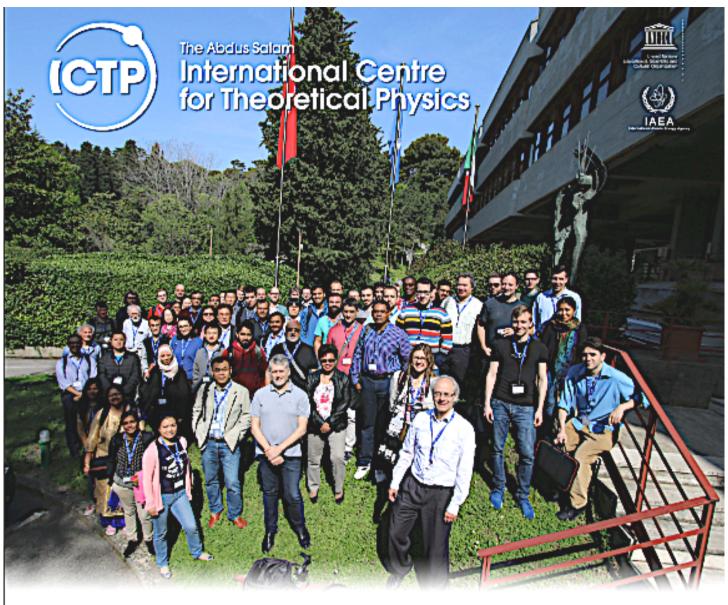HarperCollins. Writing (Collins Webster's Easy Learning) . HarperCollins Publishers. Kindle Edition.

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Paper

In academic publishing, a paper is an academic work that is usually published in an academic journal. It contains original research results or reviews existing results.

Such a paper, also called an article, will only be considered valid if it undergoes a process of peer review by one or more *referees* (who are academics in the same field) who check that the content of the paper is suitable for publication in the journal. A paper may undergo a series of reviews, revisions, and re-submissions before finally being accepted or rejected for publication.

Key point to remember

Before you even start to plan your paper or academic article make sure you have a copy of the **journal' rules** on how to structure it.

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J. Herrera-Tapia, E. Hernandez-Orallo, A. Tomas, C. Tavares Calafate, J.C. Cano, M. Zennaro and P. Manzoni. **Evaluating the use of sub-gigahertz wireless technologies to improve message delivery in opportunistic networks**, in proceedings of 14th IEEE International Conference on Networking, Sensing and Control, May 16-18, 2017, Calabria, Italy

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