

# ENGLISH

## E-MAIL WRITING

### What is an E-mail?

An e-mail is the fastest way to communicate in writing. The word e-mail simply means electronic mail, which we send across the Internet or other computer networks. An e-mail can be sent from a computer or from a smartphone that has access to the Internet.

### Some Facts about E-mail



- An e-mail is sent using an account which stores the sent and received messages online.
- E-mail accounts can be created on email service providers like *Gmail*, *Yahoo* and *AOL*.
- Most of these service providers do not charge when you create an email account.
- An email account is operated through a personal email address (e.g. abc@xyz.com) that can be accessed only with a password (a series of letters or numbers).
- Your password is a secret and should never be shared with anyone!
- You can send written messages, photos, videos and audio files through email.

## What does an E-mail Look Like?

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Most e-mail service providers allow users to customise their online profiles. Each user can choose from a variety of themes and set their preferences. It is similar to setting themes on your computer.

An e-mail looks like a letter except that it is not handwritten. Let us examine the differences between a letter and an e-mail.

E-mail	Letter
Printed or typed	Printed, handwritten or typed
Sent via Internet	Sent via post office
Is received instantly	Takes days to reach the recipient

## Components of an E-mail

An e-mail consists of two main sections:

- The header
- The body

The following fields are a part of the header:

- The **To** field
- The **Cc** field
- The **Bcc** field
- The **Subject** line

The body of the e-mail consists of an introductory paragraph and a short description in writing. It consists of

- A **salutation**
- An **opening sentence**
- The **information** in detail
- **Closing** line
- **Signature** line

	<b>To...</b>	Email address of the recipient of the e-mail
	<b>Cc...</b>	Email addresses of people other than the main recipient who need to read the email
	<b>Bcc...</b>	Email addresses of people who must read the email without the knowledge of the other recipients
	<b>Subject:</b>	The purpose of the email

Dear (name of the recipient),

Opening sentence (Gives the reader an idea of what the e-mail is about)

Body: (Gives detail information in a short paragraph)

Closing line: (Is a polite end to the communication)

Signature: (is your name and other details for the recipient to reply)

An e-mail can be formal or informal. Let us read a few samples.

## E-mail Samples

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### SAMPLE 1

A family that has recently moved into the apartment next to you habitually scatters garbage outside the door leaving the floor area in a mess. In addition, the youngest child in the family has spoiled your main door by scribbling on it with permanent markers. Write an e-mail to the secretary of the society complaining about the family and request him to take immediate action.

E-mail address of the secretary: raviyadav@shantisadan.com

Date	
From	jatinsingh@shantisadan.com
To	raviyadav@shantisadan.com
Cc	
Bcc	
Subject	Troublesome neighbours in B-22

Dear Mr Yadav,

I would like to bring to your notice that the Sahanis who moved into our society last month are becoming a nuisance for us and the whole building.

I live on the second floor of the B wing in Shanti Sadan CHS. The Sahanis stay next to me in B-22 and have some strange habits. Every morning, the sweeper picks the trash bags that we keep at our doorstep. The Sahanis just scatter the garbage outside their door instead of using a trash bag. This makes the floor a party house for cats and rodents. The floor is always stinking as a result, and the sweeper has a difficult time cleaning the mess. Their youngest son has been scribbling on doors of other apartments with markers. When I tried to talk to the parents, they rudely slammed the door on my face. We have tried to communicate with the Sahanis several times explaining that they are causing a great deal of inconvenience. However, they don't seem to pay any heed to our requests.

I request you to arrange for a society meeting and address this issue at the earliest.

I look forward to your response.

Regards,

Jatin Singh

B-22

**SAMPLE 2**

You study in Golden Dale School and stay in a hostel. This year, you will not be able to visit your family during vacations as the school has organised a 15-day trip to Sikkim. Write an e-mail to your family informing them why you can't visit them this summer and give them details about the trip.

E-mail addresses of family members: [asha.tikekar@xyzmail.com](mailto:asha.tikekar@xyzmail.com), [gaurav.tikekar@xyzmail.com](mailto:gaurav.tikekar@xyzmail.com), [shalini.tikekar@xyzmail.com](mailto:shalini.tikekar@xyzmail.com), [grandpa@xyzmail.com](mailto:grandpa@xyzmail.com) and [grandma@xyzmail.com](mailto:grandma@xyzmail.com)

Date	
From	<a href="mailto:vikram@xyzmail.com">vikram@xyzmail.com</a>
To	<a href="mailto:asha.tikekar@xyzmail.com">asha.tikekar@xyzmail.com</a>
Cc	<a href="mailto:gaurav.tikekar@xyzmail.com">gaurav.tikekar@xyzmail.com</a> , <a href="mailto:shalini.tikekar@xyzmail.com">shalini.tikekar@xyzmail.com</a> , <a href="mailto:grandpa@xyzmail.com">grandpa@xyzmail.com</a> , <a href="mailto:grandma@xyzmail.com">grandma@xyzmail.com</a>
Bcc	
Subject	Will not be able to come home this summer

Hi Everyone,

I hope all of you are in great health! I know you are eagerly waiting for me to come home during the vacations. However, this year I will not be able to come home as the school is taking us to Sikkim for a fortnight.

Last month, I had participated in the National Ice Skating Championship (NISK) with 10 other students from the secondary section. As you know, we won the first prize in the competition. Last week, the NISK also sent an e-mail informing the school about a sponsored trip to Sikkim. We will be taken to some interesting places around Sikkim like the Aritar Lake (Ghati-Tso), Borong Ralang Hot Spring, Gangtok Ropeway, Rumtek and Tashiding monasteries, and the Himalayan Zoological Park. I am really excited about the trip but also upset because I can't come home this year. However, I will ask my teacher if I can have a short trip home after the Sikkim tour. I would love to share my travel experience with you all personally, especially with you, grandpa, as you have lived in Sikkim for some years.

I hope to see you all soon and look forward eagerly to my trip.

Regards,

Vikram

**SAMPLE 3**

You are Rajesh Tiwari from the procurement department of your school. Write an e-mail to Pratik Tripathi, Store Manager, Alka Stationery, to order the following items urgently.

Machine stapler – 10, Staple pins – 10 packets, White fluid pen – 20, Ink stamp pad – 10, Pen highlighter – 10, Paperweight – 25, Rubber bands (small) – 10 packets

Date	
From	rajeshtiwari@xyz.com
To	pratiktripathi@alka.com
Cc	
Bcc	
Subject	Order for office stationery

Dear Mr Tripathi,

I am writing to place an order for some office stationery on an urgent basis.

Sr. No.	Item	Quantity
1	Machine stapler	10
2	Staple pins	10 packets
3	Ink stamp pad	10
4	Pen highlighter	10
5	Paperweight	25
6	White fluid pen	20
7	Rubber bands (small)	10 packets

Please let me know if the above items can be delivered to us within a week, since a short circuit in the office has damaged the closet where the stationery items were stored, and we are facing a shortage of some items.

I hope your store will offer us the usual 10% loyalty discount. The items need to be delivered to the following address:

St Teresa Convent School,

Lalbagh, Delhi 21

Please feel free to write to me if you have any queries.

Sincerely,

Rajesh Tiwari

Procurement Department, FGC School

E: [rajeshtiwari@xyz.com](mailto:rajeshtiwari@xyz.com)

T: 23490876

F: 26584050

M: 7768564321

**SAMPLE 4**

You are a student researching a company for your Economics class presentation. Write to Deepak Singh, the Public Relations Director of the corporation you are researching, and ask for information about his company. Sign the e-mail as Praniti Jaiswal.

Date	
From	pranitijaiswal@xyz.com
To	deepaksingh@mno.com
Cc	
Bcc	
Subject	Assistance in research project
<p>Dear Mr Singh,</p> <p>My name is Praniti Jaiswal, and I am a third year Economics student at NKT College. We have been assigned a 70-mark research project as a qualifying factor for our bachelor's degree. As a part of the project, I have to create your company's profile. While I have gathered some information about your company, I would be grateful if you could share some more details about your business.</p> <p>The information I need is as follows:</p> <ol style="list-style-type: none"> <li>1. Key processes</li> <li>2. Financial results for Q4 FY 2014</li> <li>3. Interim financial statement for Q1 FY 2015</li> </ol> <p>The above information will help me complete my assignment. Please let me know if you can send the details within two days. In case you would like to go through my assignment question, you can verify the assignment on <a href="http://www.nktassgnmtsubmission?name=praniti+jaiswal2096">www.nktassgnmtsubmission?name=praniti+jaiswal2096</a>.</p> <p>Please feel free to write to me if you have any queries.</p> <p>I look forward to receiving your reply.</p> <p>Sincerely,  Praniti Jaiswal  TYBA, NKT College  E: pranitijaiswal@xyz.com  M: 9934567810</p>	

**SAMPLE 5**

You are Deepak Singh, the Public Relations Director of the corporation being researched by an economics student, who has written to you requesting for information on your company. Write an e-mail to the student giving the information requested.

Date	
From	deepaksingh@mno.com
To	pranitijaiswal@xyz.com
Cc	
Bcc	
Subject	Re: Assistance in research project

Dear Ms. Jaiswal,

Thank you for your e-mail. It is great to know that you have to research our company for your assignment and are glad to help you.

Please click on the links below to find the information you need:

1. Key processes: <http://www.mno.com/business-services/>
2. Financial results for Q4 FY 2014: <http://www.mno.com/newsroom/>
3. Financial statement for Q1 FY 2015: <http://www.mno.com/newsroom/>

In case you have any queries, please write to Ms Angela Norman, Assistant Officer, Finance, at [angelan@mno.com](mailto:angelan@mno.com).

I wish you all the best for your assignment and your future endeavours.

Sincerely,

Deepak Singh

Director, Public Relations, MNO Pvt Ltd

E: [deepaksingh@mno.com](mailto:deepaksingh@mno.com)

M: 9938567114

**SAMPLE 6**

You are travelling to Bengaluru next month for a study tour. Your school friend lives there, and you wish to meet her for sometime during your trip. Write an e-mail to your friend communicating the same and brief her about your stay and plans. Sign the e-mail as Shalini Mistry.

Date	
From	shalinimistry@yahoo.com
To	pavitraramani@gmail.com
Cc	
Bcc	
Subject	Visiting Bengaluru in August!

Hi Pavitra,

Hope you have been fine.

It has been almost five years since we met each other after you shifted to Bengaluru for graduation. I think we last spent time together at our HSC farewell party, where you told me that you will be going to Bengaluru for your higher studies at IIJNM. Time flew and we got busy with our studies and lives.

I will be visiting Mysore and Bengaluru for a study tour, and will be in Bengaluru for a week. How about meeting up and spending some time together? I will get two days off from the study tour and was wondering if you can find some time. Do let me know what you think.

I look forward to your reply and am excited about meeting you!

Regards,  
 Shalini Mistry  
 M: 7765223418  
 E: shalinimistry@yahoo.com

**SAMPLE 7**

You bought a haversack from an online retail store. When the product was delivered to you, it was a luggage bag and not a haversack. You have repeatedly called the customer service but haven't got through any of the numbers. Write an e-mail to the customer care of the company explaining what has happened and ask them to send you the bag that you ordered as soon as possible. Sign the e-mail as Manish Mathur.

Date	
From	manishmathur@yahoo.com
To	customerservice@yo.com
Cc	
Bcc	
Subject	Error in Delivering Order No. YOHV45678

Hello,

My name is Manish Mathur, and I had ordered a haversack from your website. The package was delivered today morning. However, instead of the haversack, a luggage bag was delivered.

Below are the details of my order:

Order number: YOHV45678

Item ordered: Wildkraft all weather haversack (black)

Order date: 25 May 2015

I tried calling the customer care number several times in the morning, but the numbers are either busy or not answered. I have already paid for my order through net banking. I'd appreciate if you look in the matter at the earliest and do the needful.

Sincerely,

Manish Mathur

M: 8934567214

E: manishmathur@yahoo.com

**SAMPLE 8**

As a member of your residential society, write an e-mail to the inspector of the local police station, Mr Anil Pathak, informing him about miscreants who ride their bikes rashly every evening outside your society. Sign the e-mail as Anthony Mathews.

Date	
From	anthonymathews@reditmail.com
To	anilpathak@samantanagarpolice.com
Cc	secretary@pashupatiCHS.com
Bcc	
Subject	Rash biking outside Pashupati CHS

Dear Sir,

My name is Anthony Mathews, and I am a resident of Pashupati CHS in your area for the past seven years.

The locality is known for its calmness and sophisticated residents. However, for the past couple of weeks, some boys from another locality have been wreaking havoc in our lives. Ever since the road leading to our society opened for public use, some bikers have started using it as a shortcut to get to the highway. The boys ride recklessly, horn indiscreetly and do not care about the children and elderly crossing the road.

I would appreciate it if you could visit the area, especially in the evening, and examine the situation yourself.

I look forward to your prompt action in this matter.

Sincerely,  
 Anthony Mathews  
 P: 21776032  
 M: 8924517248  
 E: anthonymathews@reditmail.com

**SAMPLE 9**

As a former student, write an e-mail to your teacher, Mr Naidu, telling him about your successful stint as a student at an international university. Thank him for his teaching and guidance that contributed to your overall development. Sign the e-mail as Nishant Nair.

Date	
From	nishant.nair@geemail.com
To	rajeshnaidu@hotmail.com
Cc	
Bcc	
Subject	Thank you for your encouragement!

Dear Naidu Sir,

I hope you remember the lean, curly haired back-bencher in your Sociology lecture who would spend most of the lecture time doodling in his notebook, but whom you would keep back after school every other day and counsel him to use his skills constructively.

I am Nishant Nair (Roll No. 46), and today I would like to thank you for driving me to become successful. I have completed my graduation in Urban Planning and Design from the Harvard University Graduate School of Design, and have been hired by one of the most famous architectural firms in Paris. I remember you nagging me repeatedly to pay attention in class and complete all the assignments on time. When you constantly told me that I could become an excellent professional in architecture and design, I thought you were mocking me. But when I entered Harvard, I realised that this was where I really wanted to be.

I was the top scorer of my batch, and at the graduation ceremony, everyone praised me for my artistic skills and meticulousness. These were the qualities you said were innate in me and that I should polish further.

Naidu Sir, I will be returning home next week, and I would like to meet you and thank you personally for believing in me and leading me on the right path.

I look forward to meeting you.

Sincerely,  
Nishant Nair  
M: 8983838248  
E: nishant.nair@geemail.com

**SAMPLE 10**

You are interested in participating in a photography workshop which was advertised in the newspaper. Based on the details of the ad given below, write an e-mail to Ms Suruchi Talwar, coordinator of the course seeking more information on the price and the details of the workshop. Sign the e-mail as Rohit Pratap.

**Click Art Summer Photography Workshop**

- Two-week course for beginners
- Experienced photographers as teachers
- Reasonable fees
- Contest at the end of the workshop: First prize – spend a day with a celebrity photographer

Date	
From	rohit.p@123mail.com
To	suruchi.talwar@clickart.com
Cc	
Bcc	
Subject	Photography course information

Dear Ms Talwar,

I am writing in response to the advertisement I saw in *The Herald* today about your workshop. I am interested in the beginner's course and would be grateful if you could provide some further information.

First, I would like to know what will be covered in the beginner's course and if we need to carry any accessories for the workshop. Second, please let me know the fees for the workshop. Also, do you have accommodation facilities for participants?

I look forward to hearing from you.

Your sincerely,  
 Rohit Pratap  
 M: 7744335566  
 E: rohit.p@123mail.com