Academic excellence for business and the professions



# **10 Rules for Writing Professional Emails**

Being able to write professional emails is very important. Learn the following rules to make a good impression on your future employer.

1. ALWAYS include a meaningful heading in the subject line along with a brief outline of what the email body will include.

e.g.

[REQ] Request (for a reference) [ACTION] Action (to be completed) [FYI] For your information

2. ALWAYS address the reader in a professional manner. If you are not sure who the reader is you can see the example on how you could address them. You should make it as personal as possible.

> e.a. Dear Miss Rose Dear Mohammed To whom it may concern

3. Round up the main point of your email in the opening sentence.

> e.g. Think about what you would like the reader to do next, what actions they need to take or how the information you are sending is useful for them

Think about what you want to say in advance

4. **DO NOT** use all capital or all small case unless referring to a known acronym or term that is familiar to the reader.

e.g. CSDO/ WP/ TTFN/ PAF

5. ALWAYS check your grammar before sending and NEVER use slang/ text speak/colloquiums.

e.q. LOL/WAG1/WUUP2/LY

6. ALWAYS keep language professional. If necessary ask a friend or colleague to proof read before you send the email.

e.g. Would it be possible to request this information from you?

7. Be concise and polite. ALWAYS remember to use 'please' and 'thank you'.

e.g. Thank you in advance for your time

8. ALWAYS check for spelling, grammar, punctuation and any careless mistakes.

e.g.

Careless mistakes are more difficult to identify so attention to detail is necessary

9. ALWAYS use paragraphs.

e.g. Ensure that the email is broken up into paragraphs and not written as an essay

- 10. Add a signature block at the end of the email to ensure the reader has details on how to contact you.
  - e.g. Emma Watson BSc Sociology and Criminology 2nd year Student ID: 060002365

NOTE: Add address and contact telephone number if necessary











## **10 Rules for Writing Professional Emails**

### Professional Emails Examples

Poor Communication

	To	serahiana, 1@poal.com	_
Send	Cc		
		[Bank]	
Hi			1.62
		STERS last yr and <u>i hav</u> come to c u guys in careers n it was RELLI <u>gd</u> i am now applying for an n need to get my <u>cv</u> checked PLS n coz <u>i</u> am overseas <u>i</u> cannot come in to the centre.	
Do	u hAv	da tiMe to discuss this with me pls?	
Ta En	ima Wa	atson	
			1
		Good Communication	

This message has not been sent   To Satisfies 100nal con   Send Ce   Subject: Request for a reference		
Dear Sarah-Jane,		
I hope you are well.		
It was lovely to meet you at our appointment this morning.		
Following our conversation I would like to request an academic reference from you if possible please? I have just secured an internship with Cancer Research and they require me to obtain three references.		
Would it be possible for you to fill out the attached form and forward it on to the address below?		
Cancerresearchadmissions@research.ac.uk		
Do let me know if you require anything else from me.		
Many thanks for your time.		
Kind regards		
Emma Watson BSc Criminology and Sociology 2nd year		

### GONTAGT







Find out more, visit www.city.ac.uk/careers

