



WRITING STYLES

There are three main styles of writing in e-mails (in the workplace): **formal**, **neutral** and **informal**.

1) FORMAL

You mostly see this style in official letters. (for example: letters from the bank or from a notary etc)

It is very polite, and the sentences are carefully put.

This style is often used with formal phrases, such as "To whom it may concern".

- in official letters, emails and documents
- also, frequently used in cover letters
- no contractions (I have, NOT *l've*; I would, NOT *l'd*)

Example:

"Dear Miss Smith, I am afraid I will not be able to attend our scheduled meeting on Tuesday June 6th."

2) NEUTRAL

The neutral style of writing is the most common one, especially in business emails.

It is always clear and concise.

When writing in this style, an email often starts with a friendly opening line, such as "Hope all is well on your side."

- · most common in business emails
- between formal and informal
- use of contractions (I've, NOT I have; I'd, NOT I would)

Example:

"Hi Lily, I'm very sorry but I'm afraid I'm not going to make it to our next meeting."



WRITING STYLES

3) INFORMAL

The informal style of writing is what we mainly use when we text or e-mail our friends and family.

It is often very close to speech. (for example "Great! Meet you at HQ. Cheers, Emma" instead of "That sounds great, I will meet you at the head office. Regards, Emma")

- short(er) sentences
- personal news
- use of contractions (I've, NOT I have; I'd, NOT I would)
- use of informal words

Example:

"I'm really sorry, Lily, but I won't make it in time for your party! :-("

Important note:

Most e-mails in the workplace are written in the neutral style with characteristics of the formal style (for example, when sending an e-mail regarding a board meeting or a meeting with an important client in London or NYC) or the informal style (for example, writing a short message to a good friend), depending on the context of the e-mail.

YOUR NOTES		



E-MAIL CHECKLIST

INTRO & OUTRO CHECKLIST

□ Dear/Hi, Dear = more formal, Hi = neutral/informal, Dear Sir/Madam = formal & when you don't know who you're writing to examples: Dear Ms Jones, Dear Lily, Hi Lily.

Kind regards/Best/Cheers, Kind regards			
Best = formal & common, Cheers = more			
informal.			

- ☐ **Intro**, try to explain what you're writing about; for example; "I'm writing to.." or "Just a quick note to say that.." etc.
- ☐ **Great ending**, end on a great note, for example; "I look forward to hearing from you", "Thank you", "Thank you for your time", "If you have any further questions, please do not hesitate contact our team." etc.

GRAMMAR CHECKLIST

- Prepositions, a common mistake is the wrong use of in, at, on & by, here's a quick check:
 The meeting is at 2 o'clock.
 I'm in a meeting.
 We're meeting on Friday
 Could you send me the report by Friday?
- □ **Direct translations**, another common mistake would be direct translations, always double check this, especially for prepositions and sentence structure, for example: "We would like to plan a meeting next week by our office" vs. "We would like to plan a meeting at our office for next week"

YOUR NOTES



BRAINSTORM	EXTRA GRAMMAR TIPS
	□ Check all tenses, a common mistake is the wrong use of the Present Simple, Present Continuous, Past Simple and Present Perfect, check the next page to learn more!
	Always proofread, this is often overlooked but is a must! Always make sure to check everything, before sending, in order to catch small mistakes and typos.
	BUILDING A SENTENCE
	■ Who - does - what - where - when, when in doubt, think of this great tip for sentence building, for example:
	Lily visits the finance department at our head office in London every year.
	□ Place - Time, time usually goes at the very end of a sentence (or at the beginning sometimes), for example: Lily drinks coffee every morning.
	■ Extra tip: Never put PLACE or TIME between the verb and the object, for example: "Lily is organizing today a lunch for the team.", this is incorrect and should be "Lily is organizing a
	should be "Lily is organizing a lunch for the team today ."



BRAINSTORM

BONUS QUICK PHRASE LIST

Dear all

Dear Sir/Madam

Hi everyone

Kind regards

Best

Regards

As previously discussed

Would like

Thank you

Thanks again

Confirm

However

Nevertheless

Could

Provided that

BONUS GRAMMAR CHECK

Present Simple

A) I work at the bank.

Present Continuous

B) I am working at the bank right now.

Present Perfect

C) I have worked at the bank for 10 years. (Please note: this means you still work there!)

Past Simple

D) I worked at the bank in 2016.



