



# UNIT 6

# ENGLISH FOR BUSINESS

WITH THE INSPIRE ACADEMY

# EMAIL

# COMMUNICATION

## 'COMMUNICATION'

## EMAIL ETIQUETTE

**WHEN CONSTRUCTING BUSINESS EMAILS, YOU MUST BE BRIEF, CLEAR AND PRECISE. ADDRESS YOUR INTENTIONS WITHOUT GOING INTO MORE DETAIL THEN NECESSARY.**

### SUBJECT

Keep the subject as short as possible, with just the general topic of the email.

*E.g. Information about your purchase enquiry*

If you are emailing a general email address but would like the message to be received by someone in particular, you can use...

*E.g. For the attention of Mr Jones*

*E.g. Fao Mr Jones*

<b>FROM</b>
<b>TO</b>
<b>SUBJECT</b>
<i>Salutation</i>
<i>Reason</i>
<i>Content</i>
<i>Closing statement</i>
<i>Sign off</i>
<i>Signature</i>

### SALUTATION

- Good morning/afternoon/day
- Dear Sir/Madam Mr/Mrs

*If you are contacting a good associate, you can start with 'Hi' and their first name. E.g. 'Hi John,'*

### CONTENT

#### *Making a preposition*

I would like to + request  
know if it would be possible

#### *Responding to a request or application*

We have received your + request + unfortunately it is not possible  
application we would like to offer you...

# COMMUNICATION

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## EMAIL ETIQUETTE

### CONTENT

#### *Making a proposition*

I would like to + request / know if it would be possible / know if you would consider

#### *Introducing a subject*

I would like to introduce...

#### *Responding to a request or application*

We have received your request/application + unfortunately, that will not be possible  
we would like to offer you...

#### *Asking for information*

- Could provide some information regarding...
- Do you have any information

#### *Attaching a file*

- Please see the attached file...

#### *Making a complaint*

I would like to + draw something to your attention / make you aware of

#### *When you can't confirm particular information*

- Unfortunately, we do not have any knowledge of...

#### *Providing further help*

If you need any further help and/or information, please do not hesitate to contact us



# COMMUNICATION

'COMMUNICATION'

## EMAIL ETIQUETTE

### ENDING THE EMAIL

#### *Requesting a fast response*

- Please could you let me know as soon as possible (ASAP)

#### *Waiting for a response*

- Thank you for your time / in advance
- I look forward to hearing from you

#### *Signing off*

- Best wishes
- Kind regards
- Cordially
- Sincerely
- Thanking you
- Faithfully

#### *Email signature*

This is your professional information that features at the bottom of an email. Using the example, create your own.



**FULL NAME**  
**JOB TITLE + COMPANY**



**(+01) 12 34 56 78**  
**NAME@EMAIL.FR**

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