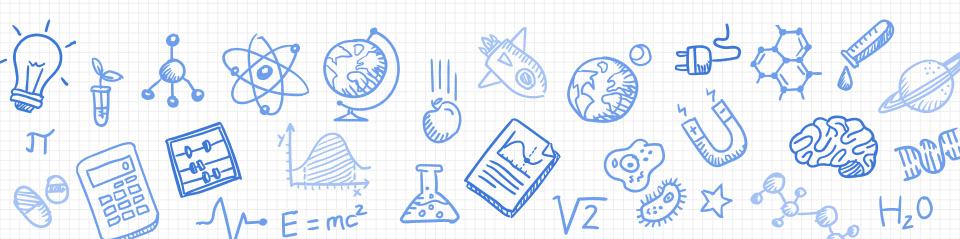
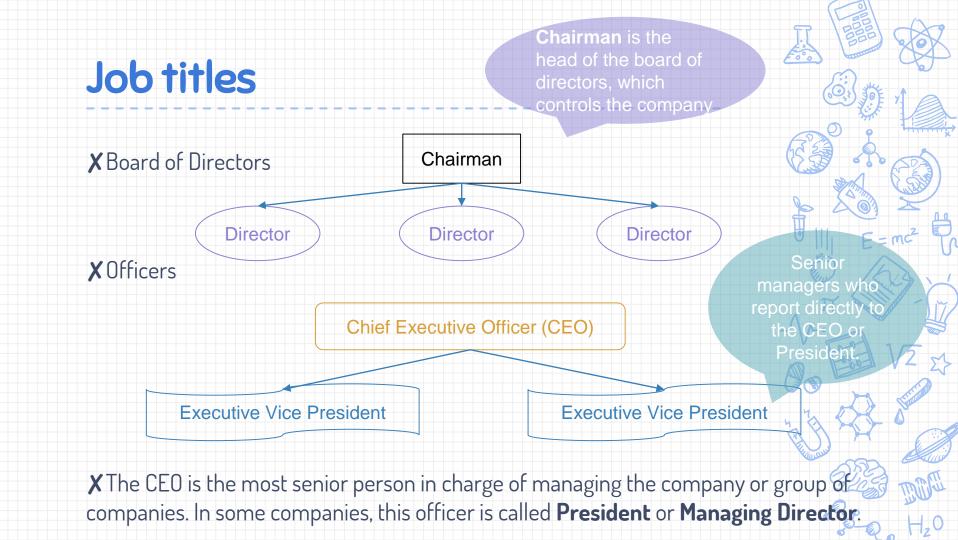
How to write an email







Common job titles

- a. Finance Director / Chief Finance Officer (CFO)
- b. Financial Controller / Chief Accountant
- c. Marketing Director / Manager
- d. Sales Director / Manager
- e. Product Manager
- f. Production Director / Manager
- g. Human Resources Director / Manager Or Personnel Director / Manager



Common job titles

- h. IT (information technology) Director /
 Manager or Chief Information Officer (CIO)
- i. Purchasing Manager
- j. Research and Development (R & D) Director / Manager
- k. Communications Director / Manager or Chief Communications Officer (CCO)



- 1. Responsible for computer operations in the company, hardware and software
- 2. Responsible for staff recruitment, development and training, and all employee questions
- 3. Responsible for buying supplies
- 4. Responsible for the company's marketing activities
- 5. Head of the R & D department, which researches and develops new product ideas and technologies



- 6. Responsible for communication of information, both internally and externally
- 7. Responsible for the production (manufacturing) of materials or goods
- 8. Head of the sales team
- 9. Responsible for the company's financial situation
- 10. The person who has the main responsibility for the company's accounts
- 11. Someone is responsible for one product or type of product or service



How to read an email



X a at

X - hyphen

X. dot

X Underscore

X hoaky.2109@gmail.com



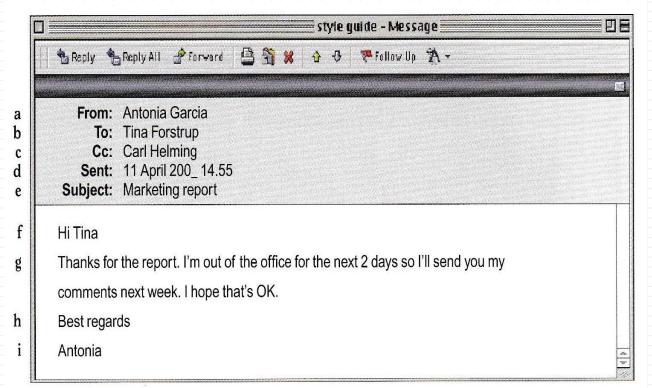
Punctuation

- X. Full stop, Period (US English)
- X, Comma
- X? Question mark
- X! Exclamation mark
- X: Colon
- X: Semi-colon
- X/Dash
- X(),[] Brackets
- **X** Apostrophe
- X"" Quotation marks



Email







Meanings

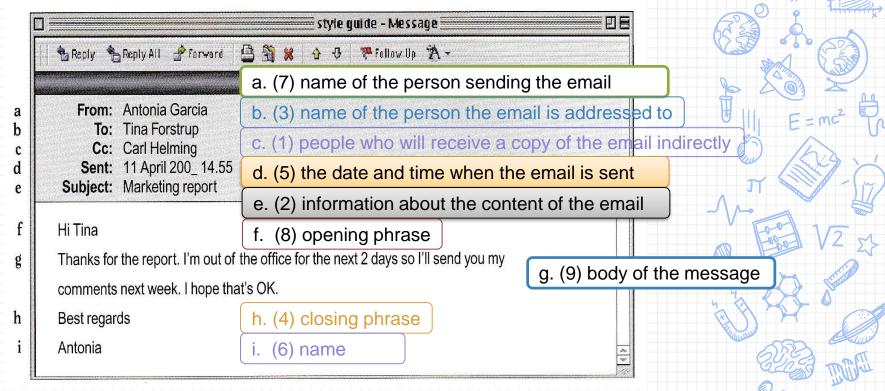


- 1. people who will receive a copy of the email indirectly
- 2. information about the content of the email
- 3. name of the person the email is addressed to
- 4. closing phrase
- 5. the date and time when the email is sent
- 6. name
- 7. name of the person sending the email
- 8. opening phrase
- 9. body of the message



Email





Layout of an email

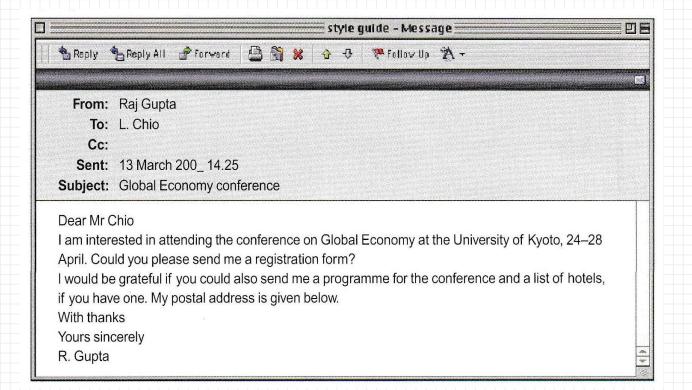


а	name of the person sending the email
b	name of the person the email is addressed to
С	other person or people who will receive a copy of the email though it is not addressed directly to them
d	the date and time when the email is sent
е	information about the content of the email
f	opening phrase
g	body of the message
h	closing phrase
i	name



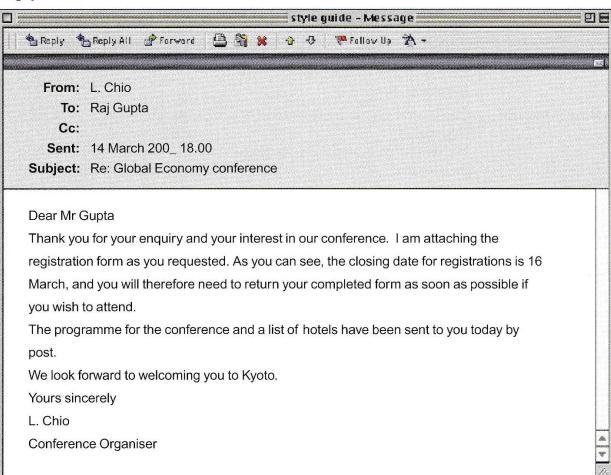
Example 1







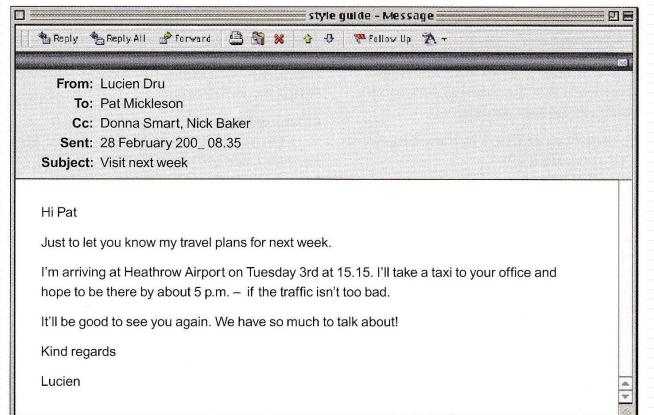
Reply





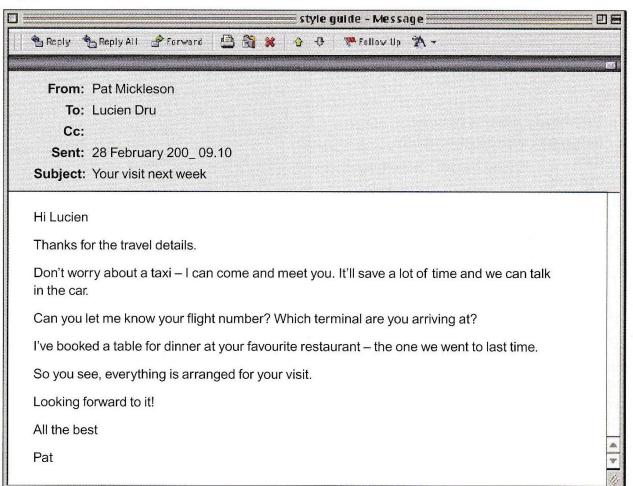
Example 2







Reply





Useful phrases



	Formal	Semi-formal
Opening	Dear Mr / Mrs	Hello! Hi
Thanking	Thank you for	Thanks for the
Apologising	We are sorry that there has been a delay. Please accept our apologies.	Sorry I didn't send that before
Making a request	Could you please send us recent updates of?	Can you please email recent updates of?
Asking for information	Could you please provide information about	Please let me know or ask a direct question: what time does your plane arrive?



Useful phrases



	Formal	Semi-formal
Giving information	We are pleased to inform you that	Just to let you know that Please note that
Giving instructions	For further information please contact our sale office.	Call me if you need more information.
Final sentence	We look forward to hearing from you. I look forward to meeting you.	Hope to hear from you. See you next week!
Closing phrase	Yours sincerely	Best regards Kind regards Best wishes All the best



Main differences between formal and informal styles

Formal	Informal/Semi-formal			
Always uses complete sentences The deadline of the project is December 1st	Sentences are not always complete Deadline - December 1st			
Often uses longer, more complex sentences Although sales are not poor at present due to the difficult economic conditions, there are indications that the situation will improve soon	Sentences are general shorter For economic reasons, sales are not poor at present, but this situation should improve soon			
More often uses the passive It was decided that the price should be increased	Generally uses active verbs We decided to increase the price			
Uses formal vocabulary Receive, inform, request	Uses informal vocabulary Get, tell, ask			
Requests are longer I should be grateful if you would	Makes short request Could you?			
Does not use contraction I will, we would, they cannot	Uses contraction I'll, we'd, they can't			

Check for mistakes and politeness

X Have you made the subject of the message clear?

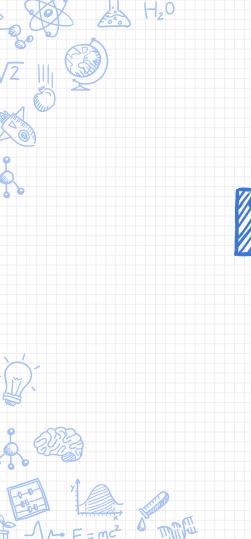
X Have you included all the important information?

X Is your message clear and easy to read?

X Have you made any grammar or spelling mistakes?

X Is the style suitable for the reader?







THANKS!

Any questions? You can find me at

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X nnhky@upt.edu.vn

