

Damascus University
Faculty of Arts and Humanities
Department of English
Third Year / Second Semester

Module: Writing for the Workplace

Lecture 11

Practice: How to Write a Business E-mail

Hello everyone,

Today we will have some practice with composing professional emails. I hope you have done the homework I told you about last time. I am still waiting for your emails!

So, today as I said we will have a practice session. I will provide you with six bad email examples below. For each one, please list all of the things that make it a bad email and re-write the emails according to the professional guidelines we discussed previously.

I want to make things easy for you. Therefore, I will provide you now with a summary of the general guidelines for Professional emails to help you with this task.

Professional Email Guidelines:

1. Include a one or two word topic in the subject line. It helps the reader know what the email is all about.
2. Always include a greeting (Dear) and a closing (Sincerely).
Always!
3. Use business language, always spell check, reread and do not use abbreviations.
4. Use formatting just as you would a business letter.
5. Do not ever use ALL CAPS. ALL CAPS MEANS YOU ARE SCREAMING AT THE OTHER PERSON.
6. Jokes, witty remarks and sarcasm do not translate in email. This can get you into really, difficult situations.
7. Complaining and gossiping have no place in email.
8. Keep the communication short and concise.
9. The use of emoticons should only be used between really great friends.
10. Reread before hitting send.

11. If you can walk around the office and talk to someone, send the email later. Get up and talk to a colleague. Send an email when there is factual information they may need.

12. Never forward a forward a forward.

Let's get started...

Email 1

To: Bob Pope
From: Gabrielle Mendes
Subject: Job?

Hey Bob, We talked a couple weeks back at the chamber of commerce event. (I was the one looking for a summer internship and had a zit on my lip that could have passed for a cold soar. Lol. Whew. It was not. You're probably like, "uh... What?" Maybe that helps you recall, maybe not Not completely important, I suppose.

I'd really like to come work for you at your IT business. You seemed like a cool person to work for, I liked ur striped pants. I'm available to start working on Monday, but I am taking my driver's test in June and have to study and go an hour and half away to take it at an easier place cause I'm not a great driver so I'll miss a few days. I am also going to the beach with friends for a week in July. Oh, and my grandmother has bad gas (OMG IT'S TERRIBLE) and sometimes I have to take her to the doctor.

I've attached my resume, it's the bomb dot com Let me know if you have a job opening for me. I can't wait to play on some computers. If I don't respond to your email, I'm always on FB, snapchat or insta!

Peace out,

Gabrielle Mendes

Email 2

From: Steve Thomas

CC: Every single human Steve has ever emailed

Subject: Fwd: Fwd: Fwd: Fwd: OMG funny pictures of
hilariousness

OMG this is the best email I've seen all day. Hope you it. –Steve

Email 3

From: Eva Gonzales

To: Tiffani Johnson

Subject: .

Did you see what Bratney is wearing today? She looks stupid. I mean, that color lipstick? She's probably trying to get Juan's attention. And did you hear her sucking up to the boss. I can't stand it. Like, we all work hard. AM I RIGHT?

Email 4

From: Tricia Marcus

To: Allison Brown

Subject: Today's Meeting

Hey Allison!

I am looking forward to seeing you today for our meeting. I've attached the materials needed for our discussion. Let me know if you have any questions.

Regards,

Tricia Marcus

Marketer Extraordinaire

hotpartychick@triciamarketing.com

(555) 545-5656

"Be so good they can't ignore you" – Steve Martin

Email 5

To: Employer

From: Ty Stringer

Subject: I need jobz

der Employer,

I wud like 2 apply 4 da job in customer service. I saw ur job on FB. I got my resume and added it to da email. I wud appreci8 ur response. –TS

Email 6

To: Bryan Thomas

From: Alex King

Subject: Presentation

Dear Mr. Thompson:

Can you send me the presentation from last week? I really enjoyed it!

Sincerely,

Alex