

HOW TO WRITE AN EMAIL



An email is structured as follows:

Subject: A sentence or a phrase to be used as a heading for your email. Needed especially when emailing someone for the first time.

1. Beginning:

- Dear Mr Brown, Dear Mrs Brown (married), Dear Ms Brown (not stated) = formal
- Dear Kate, Dear George, (friendly/quite informal)
- To whom it may concern (Προς κάθε ενδιαφερόμενο)
- Dear Sir/Madam, (too formal, rather impersonal)

2. Introduction: When writing an email we introduce the topic, i.e. we state our purpose CLEARLY, in this part.

- When replying to an email: I am writing in reply to your email concerning..., Further to our conversation/discussion..., I have received your email concerning/regarding..., In relation to your email about..., Regarding your email..., I am writing in reference to your email, In reference to your email... .
- When initiating a conversation by email: I would like to request some information about..., I am interested in... .

3. Main Body: We analyze thoroughly our purpose, giving arguments or details or even a description of an event. When describing an event, keep in mind to provide information about the time, place, and people involved in an incident. When you request sth, you explain why this would be useful for your situation. The main body of an email cannot exceed two paragraphs, because an email has to be CONCISE (περιεκτικό).

How to build your main body: a safe way is to use adverbs, Firstly, Secondly, Furthermore, In addition, Moreover, also, Finally, Ending.

It is highly recommended to avoid beginning all sentences with the pronoun 'I'. You may use the pattern: It is highly important to receive this information..., It is essential that we receive a spare part... .

You certainly must avoid IMPERATIVES (προστακτική), unless necessary. Mitigate imperatives with a 'please'.

Each sentence of your body must contain a unique meaning or argument.

4. Closing an email: at this point you can choose either to summarize your main purpose in a sentence, or you may present solutions and suggestions, if necessary. You close this part using one of the following standard phrases:

- Thank you for your cooperation.
- Please do not hesitate to email/contact me if you would like any further information/ if you have any further questions.



- I would be grateful if you could attend to this matter/issue/problem as soon as possible/promptly.
 - Your help is highly appreciated.
 - I would really appreciate it if you could ...
 - Therefore, I would suggest/propose/request a...
5. Ending an email: Choose one of the following: Kind regards, Best regards, With kind regards, Yours sincerely.

DO NOT forget to sign off. Name Surname and Title.

6. Before sending an email, REMEMBER to check your spelling (in any language). Use the speller. *An email with many mistakes shows lack of professionalism.*

Sample

Subject: Training course and drills

Dear Ms Kapetanou,

I am writing in reference to your email about the training course and fire drills that you requested to carry out for the new cadets. We have a number of questions which we hope you could answer.

First of all, could you please provide us with some extra information on the content and length of the seminar? We would also appreciate it if you could clarify when exactly you expect our feedback. In addition, I would like to know whether this training course will be held in English to familiarize cadets to a multinational environment.

Therefore, it must be noted that the course shall begin upon receipt of your new email. I would highly appreciate it if you could deal with these matters promptly.

Yours Sincerely,

John Iaveris

Crew Manager

