

# ENGLISH

**Grammar:** Email Writing



## E-Mail Writing

### What is an E-mail?

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An e-mail is the fastest way to communicate in writing. The word e-mail simply means electronic mail, which we send across the Internet or other computer networks. An e-mail can be sent from a computer or from a smartphone which has access to the Internet.

### Some Facts about E-mail



- An e-mail is sent using an account which stores all your sent and received messages online.
- E-mail accounts can be created with e-mail service providers such as *Gmail*, *Yahoo!* and *AOL*.
- Most of these service providers do not charge you to create an e-mail account.
- An e-mail account is operated through a personal e-mail address (e.g. [abc@xyz.com](mailto:abc@xyz.com)) which can be accessed only with a password (a series of letters or numbers).
- Your password is a secret and should never be shared with anyone!
- You can send written messages, photos, videos and audio files through e-mail.

## What does an E-mail Look Like?

Most e-mail service providers allow users to customise their online profiles. Each user can choose from a variety of themes and set their preferences. It is similar to setting themes on your computer.

An e-mail looks like a letter except that it is not handwritten. Let us examine the differences between a letter and an e-mail.

E-mail	Letter
Printed or typed	Printed or handwritten
Sent via the Internet	Sent via the post office
Is received instantly	Takes days to reach the recipient

## Components of an E-mail

An e-mail consists of two main sections:

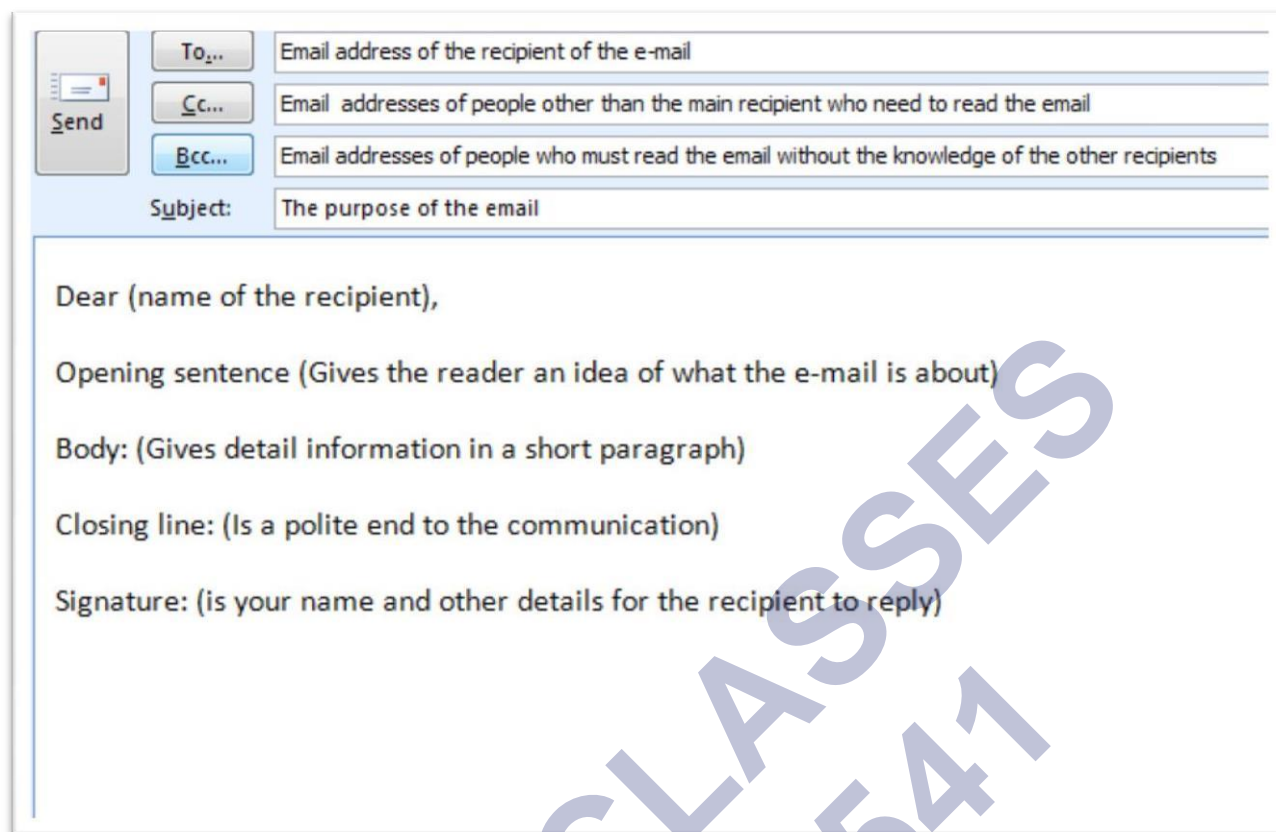
- The header
- The body

The following fields are part of the header:

- The **To** field
- The **Cc** field
- The **Bcc** field
- The **Subject** line

The body of the e-mail consists of an introductory paragraph and a short description in writing. It consists of

- A **salutation**
- An **opening sentence**
- The **information** in detail
- **Closing** line
- **Signature** line



The diagram illustrates the structure of an email interface. It includes a 'Send' button on the left. The main fields are:

- To...**: Email address of the recipient of the e-mail
- Cc...**: Email addresses of people other than the main recipient who need to read the email
- Bcc...**: Email addresses of people who must read the email without the knowledge of the other recipients
- Subject:**: The purpose of the email

The body of the email is shown below the subject line, containing the following text:

Dear (name of the recipient),

Opening sentence (Gives the reader an idea of what the e-mail is about)

Body: (Gives detail information in a short paragraph)

Closing line: (Is a polite end to the communication)

Signature: (is your name and other details for the recipient to reply)

An e-mail can be formal or informal. Let us read a few samples.

## E-mail Samples

### SAMPLE 1

You haven't received the refund of the defective product you sent back to an online shopping company two weeks ago. Write a letter to the Sales Head of the company explaining the matter and asking him to investigate the delay at the earliest. Sign the e-mail as Chandran Iyer.

From	<a href="mailto:chandraniyer@yepmail.com">chandraniyer@yepmail.com</a>
To	<a href="mailto:vikasSaluja@fleepkart.com">vikasSaluja@fleepkart.com</a>
Cc	
Bcc	
Subject	Refund Status
<p>Dear Mr Saluja,</p> <p>I am writing in regard to my order number A4731.</p> <p>I had ordered <i>Puma Carlos Running Shoes</i> from your site last month. The product delivered to me was defective; the soles were worn out and the colour faded. I immediately called the customer service desk and had the items taken back. I was told that the money I paid would be refunded within a week. However, it has been more than fifteen days and I haven't received any update about the refund. I would appreciate it if you would look into the matter at the earliest and assure me of the immediate refund.</p> <p>I look forward to your earnest response.</p> <p>Regards, Chandran Iyer E: <a href="mailto:chandraniyer@yepmail.com">chandraniyer@yepmail.com</a> M: 9089765432</p>	

**SAMPLE 2**

You recently visited a live concert of your favourite singer. Write an e-mail to your younger brother describing the event. Sign the e-mail as Gaurav Pawar.

From	<a href="mailto:gauravpawar@uommail.com">gauravpawar@uommail.com</a>
To	<a href="mailto:akashpawar@uommail.com">akashpawar@uommail.com</a>
Cc	
Bcc	
Subject	Arijeet – Live in concert

Hi Akash,

I can't tell you what a great time I had at the concert yesterday! Watching Arijeet Singh live in concert was a magical experience. The stadium was filled with his fans—children, teenagers, youngsters and even old people had come from all over the city to see Arijeet perform live.

As he performed, the whole crowd cheered for him. I was mesmerised by his soulful slow numbers and got a high when he performed on his peppy fast tracks. It was a memorable experience, and I wish you could attend it as well.

I hope Arijeet Singh soon performs live in your city so that you can experience the brilliance of this singing sensation yourself.

Waiting for your reply!

Wishes,  
Gaurav Pawar  
E: [gauravpawar@uommail.com](mailto:gauravpawar@uommail.com)  
M: 9089765432

**SAMPLE 3**

Your apartment has problems of leakage and peeling paint because of exterior seepage. Write a letter to the secretary of your society requesting him to mend the exterior wall that is leaking. Attach some photographs of the damage in the apartment. Sign the e-mail as Ravi Yadav.

From	<a href="mailto:ravi.yadav@opqmail.com">ravi.yadav@opqmail.com</a>
To	<a href="mailto:secretary.ramchandranivas@gmail.com">secretary.ramchandranivas@gmail.com</a>
Cc	
Bcc	
Subject	Exterior seepage

Dear Sir,

I am a resident of C-41, Ramchandra Nivas. For the past one year, I have been struggling to treat the damp kitchen walls of my apartment caused by external seepage.

Every monsoon, the wall adjacent to our kitchen starts seeping and causes internal leakage, which has been peeling the paint off my kitchen walls. I had raised this issue in the society AGM last year, but since there was a deficit budget, the repairs couldn't be carried out. However, this year, in addition to seepage and peeling paint, I have also had to manage moulds on the walls and a short circuit of the kitchen exhaust system.

As you may have understood how important it is to fix the problem, I request you to kindly get the repairs done as soon as possible, before it causes any harm to my family.

I look forward to your prompt action.

Regards,  
Ravi Yadav  
C-41

**SAMPLE 4**

Write an e-mail to the editor of a daily expressing strong contempt over a gender-biased piece written by one of his correspondents titled 'Working women destroy families'.

From	<a href="mailto:nitinsayed@geemail.com">nitinsayed@geemail.com</a>
To	<a href="mailto:editor@miday.com">editor@miday.com</a>
Cc	
Bcc	
Subject	Do working women indeed destroy families?

Dear Editor,

With due respect, I would like to draw your attention to the article titled 'Working women destroy families' published on 9 September 2015. The piece was insensitively written and expressed strong prejudice against women who manage both their careers and homes.

The article mentions that working women lack affection for their family as they are only concerned about climbing the career ladder. It further stated that children whose mothers are career oriented are left to fend for themselves. The writer painted a disillusioned picture of women by concluding that working women destroy their families by giving importance to their jobs.

The high cost of living compels both parents to work so that the family and the children can get the best facilities. I have been brought up by a mother who was a working woman, and at no point of time did I feel that she was neglecting me. Although the possibility cannot be denied, it was grossly inappropriate to allow such a biased piece to be published in your prestigious daily.

Educated women are crucial to a better tomorrow, and I think that instead of being misjudged, they should be treated as equals in society.

I hope your publication takes care henceforth before publishing articles that are poorly researched and drafted.

Yours sincerely,  
Nitin Sayed  
A31  
Karuna Apartments  
Vasant Vihar  
Thane  
Maharashtra



**SAMPLE 5**

Write a reply to a thank you e-mail written to you by a man whose injured brother you rushed to the hospital and paid the admission charges. Sign the e-mail as Vijay Shetty.

From	<a href="mailto:vijayshetty@lmomail.com">vijayshetty@lmomail.com</a>
To	<a href="mailto:prasadrao123@hotmail.com">prasadrao123@hotmail.com</a>
Cc	
Bcc	
Subject	Re: Thank you for your timely help
<p>Hi Prasad,</p> <p>It was my moral duty to help your brother the other day. In fact, I am happy to have gotten the opportunity to help someone in need. Often, we avoid taking accident victims to the nearest hospital to shirk formalities. However, we don't realise that we may also fall in a similar situation someday, and will wish for timely assistance as we lie helpless on the road.</p> <p>Thank you for taking the time out and writing to me. I now have two friends, and let's hope that we continue to stay in touch.</p> <p>Regards,</p> <p>Vijay</p>	

**SAMPLE 6**

You are the secretary of the Dramatics Department of your school. You will be going to Peak Skills Performing Arts Centre next week for a performance. Write an e-mail to Raman Biswas, the administrative in-charge of the centre informing him about your arrival and request him to make arrangements for your lunch and accommodation for a day.

From	<a href="mailto:sagnikbanerji@shahinternationalschool.com">sagnikbanerji@shahinternationalschool.com</a>
To	<a href="mailto:ramanbiswas@gmail.com">ramanbiswas@gmail.com</a>
Cc	
Bcc	
Subject	Arrangement for a group of 10 performers

Dear Mr Biswas,

As you have been intimated by our principal Mr Bakshi, 10 students from North Point High School will be coming to Peak Skills Performing Arts Centre to participate in the Annual Drama Festival. As the secretary of the Dramatics Department, I have been asked by Mr Bakshi to inform you about our arrival so that you can make the necessary arrangements for us. The details are as follows.

Number of students: 5 boys, 5 girls

Handicapped students: None

Accommodation: A medium sized green room for a day

Breakfast: Yes

Lunch: Yes

Food preference: Vegetarian

Arrival date and time: 15 September, 7 am

Please let me know if you need any further details and I will be pleased to provide you with the same.

We look forward to having a wonderful time at the festival.

Thanks and regards,

Sagnik Banerjee

Secretary

Dramatics Department

North Point High School

Ph: 022-23456712

M: 7733287651

**SAMPLE 7**

Write an e-mail to your father requesting him to send you extra money next month as your hostel is organising a trip to a neighbouring hill station and you need to contribute a thousand rupees for your stay and meals.

From	<a href="mailto:rajivsen@456mail.com">rajivsen@456mail.com</a>
To	<a href="mailto:pratiksen@yahoo.com">pratiksen@yahoo.com</a>
Cc	
Bcc	
Subject	Extra money for class trip

Dear Dad,

My hostel has organised a two-day trek to a nearby site next month. Each student has to contribute a thousand rupees. The amount will be used for food and accommodation during the trek.

The school authorities have either asked us to make an online transfer or pay cash. If you wish to make an online transfer, you can use the details that I sent in the previous e-mail. However, you could also give me the money when you come to meet me this weekend.

I look forward to your reply.

Regards,

Rajiv

## SAMPLE 8

You, Preeti Kamath, have to order some books from a bookstore outside your city. Write an e-mail to Nicholas Hegel, the storekeeper, and order the following books.

1. *Junior Essays* by H. Martin, S Chand and Company Pvt. Ltd.
2. S Chand's *General English for Competitions*
3. Vikram Seth's *A Suitable Boy*
4. *Life of Pi* by Yann Martel
5. *Oxford Essential Spanish Dictionary* (English): 1<sup>st</sup> edition
6. *Introduction to Psychology* by Clifford T. Morgan: 7<sup>th</sup> edition

From	<a href="mailto:nicholashegel@booksarefun.com">nicholashegel@booksarefun.com</a>
To	<a href="mailto:preetik@123mail.com">preetik@123mail.com</a>
Cc	
Bcc	
Subject	Order for books

Dear Mr Hegel,

I am writing to place an order of the following books for our current academic year.

Sr. No.	Book	Quantity
1	<i>Junior Essays</i> by H. Martin, S Chand and Company Pvt. Ltd.	2
2	S Chand's <i>General English for Competitions</i>	2
3	<i>A Suitable Boy</i> by Vikram Seth	2
4	<i>Life of Pi</i> by Yann Martel	2
5	<i>Oxford Essential Spanish Dictionary</i> (English): 1 <sup>st</sup> edition	2
6	<i>Introduction to Psychology</i> by Clifford T. Morgan: 7 <sup>th</sup> edition	2

Please let me know if the above books can be delivered to us within a week. I hope you will offer us the usual 10% loyalty discount. The items need to be delivered to the following address:

Bosco Public School

Paschim Vihar

Delhi 110 087

Please feel free to write to me if you have any queries.

Sincerely,

Preeti Kamath

Procurement Department, Bosco Public School

E: [preetik@123mail.com](mailto:preetik@123mail.com)

T: 011 2528 4343

F: 26584050

M: 7768564321

**SAMPLE 9**

A family which has recently moved into the apartment next to you habitually scatters garbage outside the door leaving the floor area in a mess. In addition, the youngest child in the family has spoiled your main door by scribbling on it with permanent markers. Write an e-mail to the secretary of the society complaining about the family and request him to take immediate action.

E-mail address of the secretary: [raviyadav@shantisadan.com](mailto:raviyadav@shantisadan.com)

From	<a href="mailto:jatinsingh@shantisadan.com">jatinsingh@shantisadan.com</a>
To	<a href="mailto:raviyadav@shantisadan.com">raviyadav@shantisadan.com</a>
Cc	
Bcc	
Subject	Troublesome neighbours in B-22

Dear Mr Yadav,

I would like to bring to your notice that the Sahanis who moved into our society last month are becoming a nuisance for us and the whole building.

I live on the second floor of the B wing in Shanti Sadan CHS. The Sahanis stay next to me in B-22 and have some strange habits. Every morning the sweeper picks the trash bags that we keep at our doorstep. The Sahanis just scatter the garbage outside their door instead of using a trash bag. This makes the floor a party house for cats and rodents. The floor is always stinking as a result and the sweeper has a difficult time cleaning the mess. Their youngest son has been scribbling on doors of other apartments with markers. When I tried to talk to the parents, they rudely slammed the door on my face. We have tried to communicate with the Sahanis several times explaining that they are causing a great deal of inconvenience. However, they don't seem to pay any heed to our requests.

I request you to arrange for a society meeting and address this issue at the earliest.

I look forward to your response.

Regards,  
Jatin Singh  
B-21

**SAMPLE 10**

You study in Golden Dale School and stay in a hostel. This year, you will not be able to visit your family during the vacations as the school has organised a 15-day trip to Sikkim. Write an e-mail to your family informing them why you can't visit them this summer and give them details about the trip.

E-mail addresses of family members: [asha.tikekar@xyzmail.com](mailto:asha.tikekar@xyzmail.com), [gaurav.tikekar@xyzmail.com](mailto:gaurav.tikekar@xyzmail.com), [shalini.tikekar@xyzmail.com](mailto:shalini.tikekar@xyzmail.com), [grandpa@xyzmail.com](mailto:grandpa@xyzmail.com) and [grandma@xyzmail.com](mailto:grandma@xyzmail.com).

From	<a href="mailto:vikram@xyzmail.com">vikram@xyzmail.com</a>
To	<a href="mailto:asha.tikekar@xyzmail.com">asha.tikekar@xyzmail.com</a>
Cc	<a href="mailto:gaurav.tikekar@xyzmail.com">gaurav.tikekar@xyzmail.com</a> , <a href="mailto:shalini.tikekar@xyzmail.com">shalini.tikekar@xyzmail.com</a> , <a href="mailto:grandpa@xyzmail.com">grandpa@xyzmail.com</a> , <a href="mailto:grandma@xyzmail.com">grandma@xyzmail.com</a>
Bcc	
Subject	Will not be able to come home this summer

Hi Everyone,

I hope all of you are in great health! I know you are eagerly waiting for me to come home during the vacations. However, this year I will not be able to come home as the school is taking us to Sikkim for a fortnight.

Last month I had participated in the National Ice Skating Championship (NISK) with 10 other students from the secondary section. As you know, we won the first prize in the competition. Last week, the NISK also sent an e-mail informing the school about a sponsored trip to Sikkim. We will be taken to some interesting places around Sikkim such as the Aritar Lake (Ghati-Tso), Borong Ralong Hot Spring, Gangtok Ropeway, Rumtek and Tashiding monasteries and Himalayan Zoological Park. I am really excited about the trip but also upset because I can't come home this year. However, I will ask my teacher if I can have a short trip home after the Sikkim tour. I would love to share my travel experience with you all personally, especially with you, grandpa, as you have lived in Sikkim for some years.

I hope to see you all soon and look forward eagerly to my trip.

Regards,  
Vikram