

Writing formal and informal emails

It is important that you use the correct style when writing an email.

Think about	Formal	Informal
Purpose	Business and important messages.	Informal messages.
Audience	Business and work colleagues.	Friends and family.
Style and accuracy Don't use slang, exclamation marks or smilies in formal emails.	Professional - accurate spelling, punctuation and grammar Thank you for your prompt response.	Friendly - accuracy is less important Thx 4 email, will call you l8r! ☺ x
Beginning and ending Email is a fairly new format and there are no agreed rules for starting and ending. Remember to use a formal style when writing business or work emails.	Start and end appropriately Dear Mr/Mrs/Chris Dear Sir/Madam Yours sincerely (if you know their name) Yours faithfully (if you don't know their name) Regards Kind regards (use first name if you know the person or if they have asked you to)	No rules - your choice
Use of contractions No contraction: "I will not be able to come to the meeting." Contraction: "I won't be able to come to the party."	No contractions Thank you very much for the voucher. I am looking forward to spending it next time I visit your shop.	Contractions can be used Thanks so much for the voucher - I'm chuffed, can't wait to spend it! Just gotta decide what to buy LOL!
Common contractions	I am We are You are Will not Was not	I'm We're You're Won't Wasn't