## How to write a formal email

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| **1.** **Begin with a greeting** | Formal **“Dear Mrs. Price”**  If you don’t know the name of the person: **“To whom it may concern”**or **“Dear Sir/Madam”**.  (Informal **“Dear Lillian”**.)  (Casual: **“Hi Kelly”**.) |
| **2.** **Thank the recipient** | \*Replying to a client’s inquiry: **“Thank you for contacting ABC Company”.**  **\*Thanking for the answer: “Thank you for your prompt reply”** or **“Thanks for getting back to me”.** |
| **3.** **State your purpose** | \*When you start the email communication, **“I am writing to enquire about …”** or **“I am writing in reference to …”**.  Remember, keep your sentences short and clear. You’ll also need to pay careful attention to grammar, spelling and punctuation so that you present a professional image of yourself and your company. |
| **4.** **Add your closing remarks** | \*Thank your reader one more time  **“Thank you for your patience and cooperation”** or**“Thank you for your consideration”**  \*Add some polite closing remarks: **“If you have any questions or concerns, don’t hesitate to let me know”** and **“I look forward to hearing from you”**. |
| **5.** **End with a closing** | \*Closing your email:**“Best regards”**, **“Sincerely”**, and **“Thank you”**  \*Signature  \*Before you hit the send button, review and spell check your email one more time to make sure it’s truly perfect! |