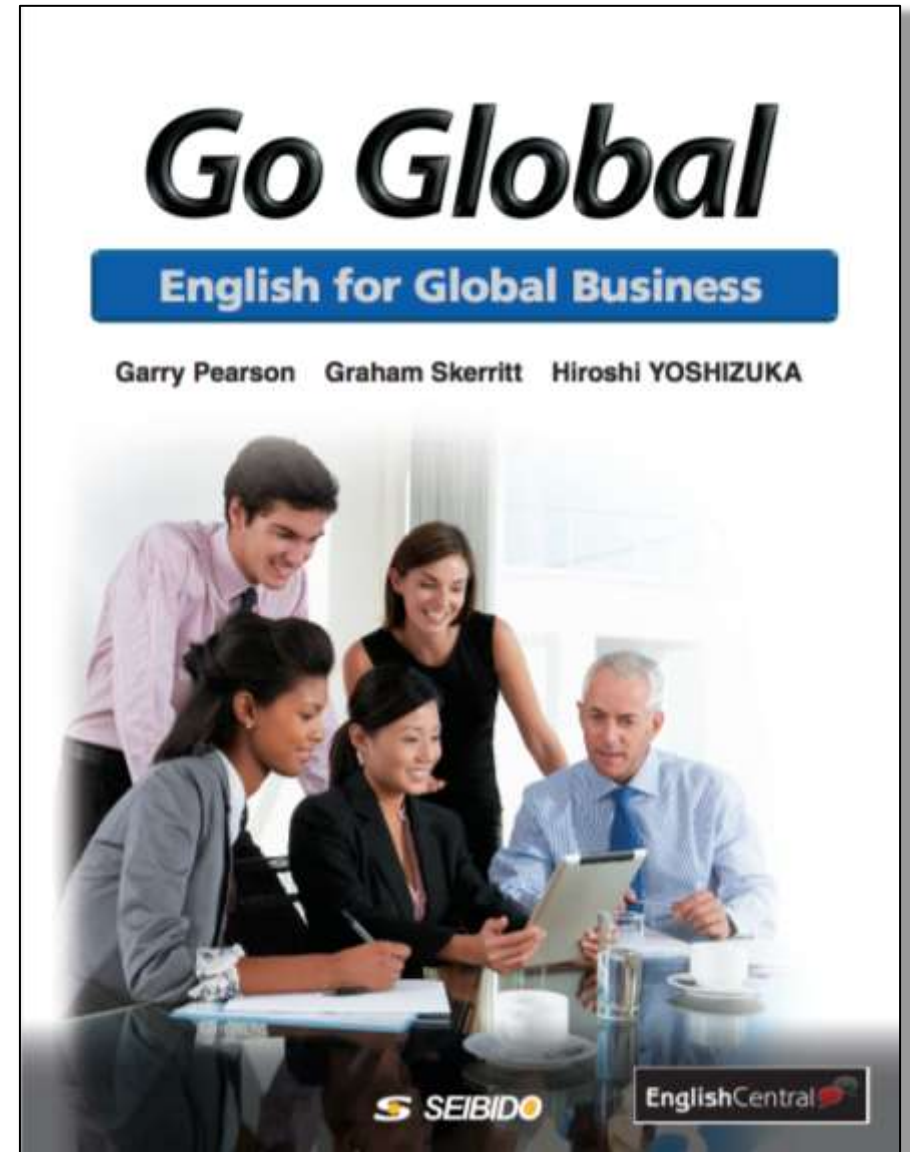# Different Levels of Formality in English Email Writing

Garry Pearson
Graham Skerritt
Hiroshi Yoshizuka

About Us

Student Emails

Subject: My essay

Mr. Graham

Hello.
I am Hiroshi Tanaka.
I will send my essay.

Please check it.

Email Structure

❶ **Subject Line**

❷ **Salutation**

❸ **Opening Paragraph**

❹ **Body**

❺ **Closing Paragraph**

❻ **Valediction**

❼ **Your Name**

To: carolharper@abcnewyork.com

Subject: ❶ Request for appointment to discuss exhibition

❷ Dear Ms. Harper,

❸ I hope that all is well with you. I am writing to request an appointment to discuss the planned exhibition in New York.

❹ As you know, the deadline for product selection is soon, so we would appreciate it if you could meet us to discuss the layout of the exhibition. In particular, we would like to reach a final decision on which products you want to display. If possible, we would like to meet with you before the end of this month.

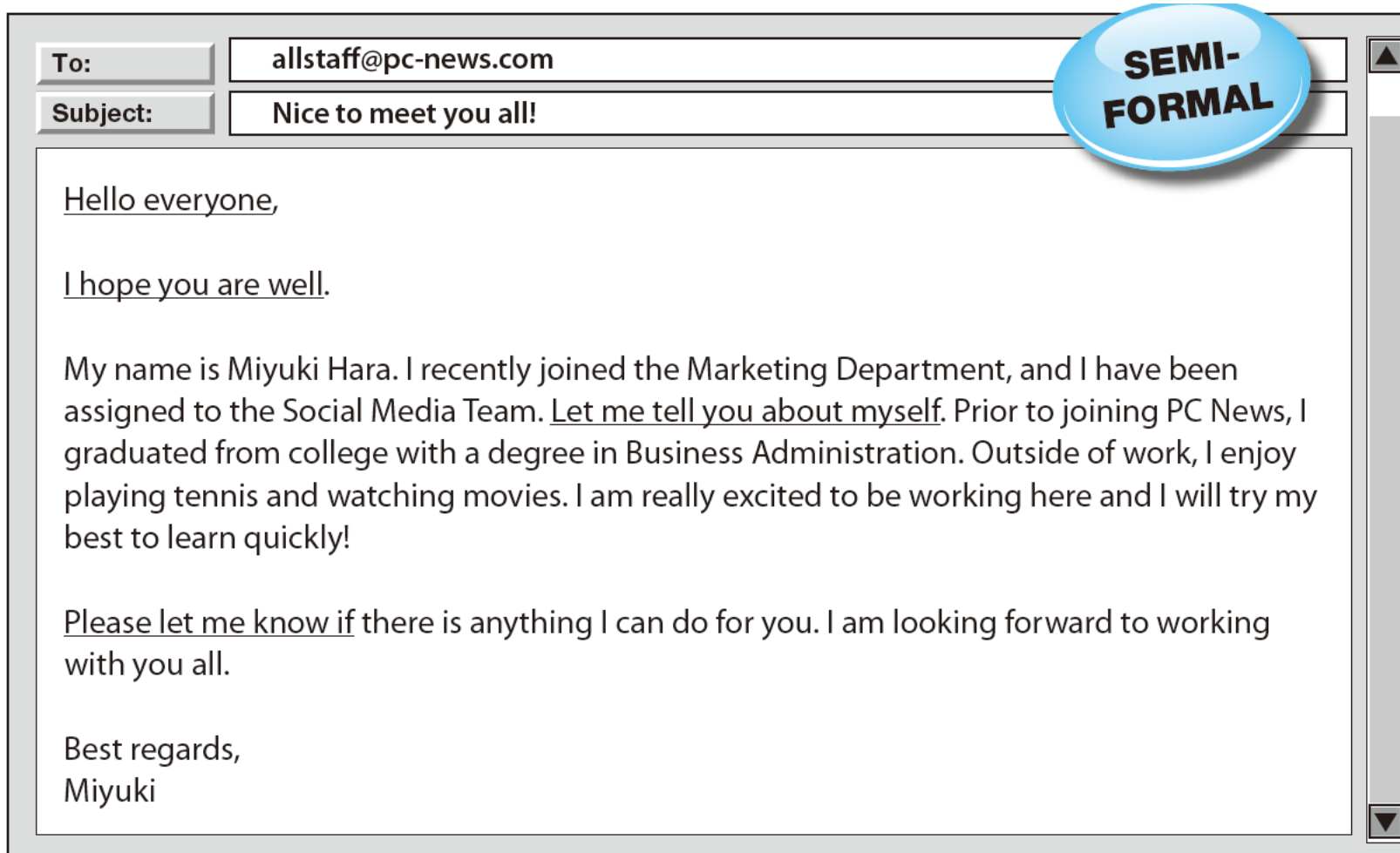❺ Thank you very much for your consideration. I am looking forward to your response.

❻ Best regards,
❼ Robert Holly

Email Formality
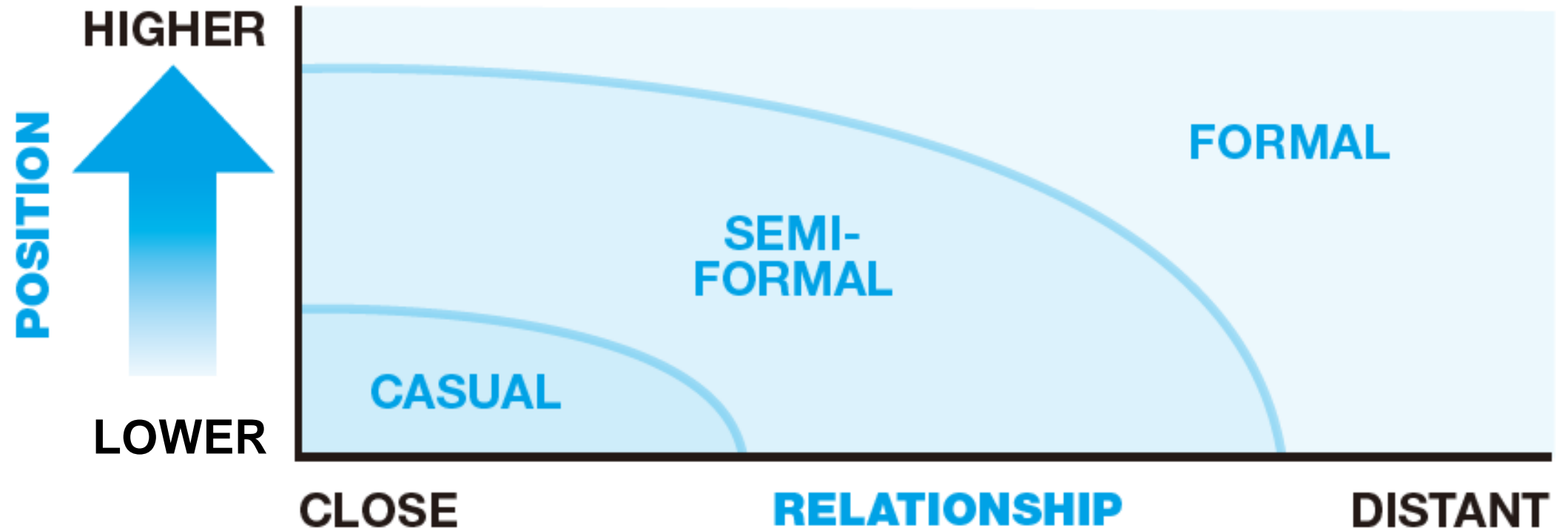
Example Emails

To: allstaff@pc-news.com

Subject: Nice to meet you all!

SEMI-FORMAL

Hello everyone,

I hope you are well.

My name is Miyuki Hara. I recently joined the Marketing Department, and I have been assigned to the Social Media Team. Let me tell you about myself. Prior to joining PC News, I graduated from college with a degree in Business Administration. Outside of work, I enjoy playing tennis and watching movies. I am really excited to be working here and I will try my best to learn quickly!

Please let me know if there is anything I can do for you. I am looking forward to working with you all.
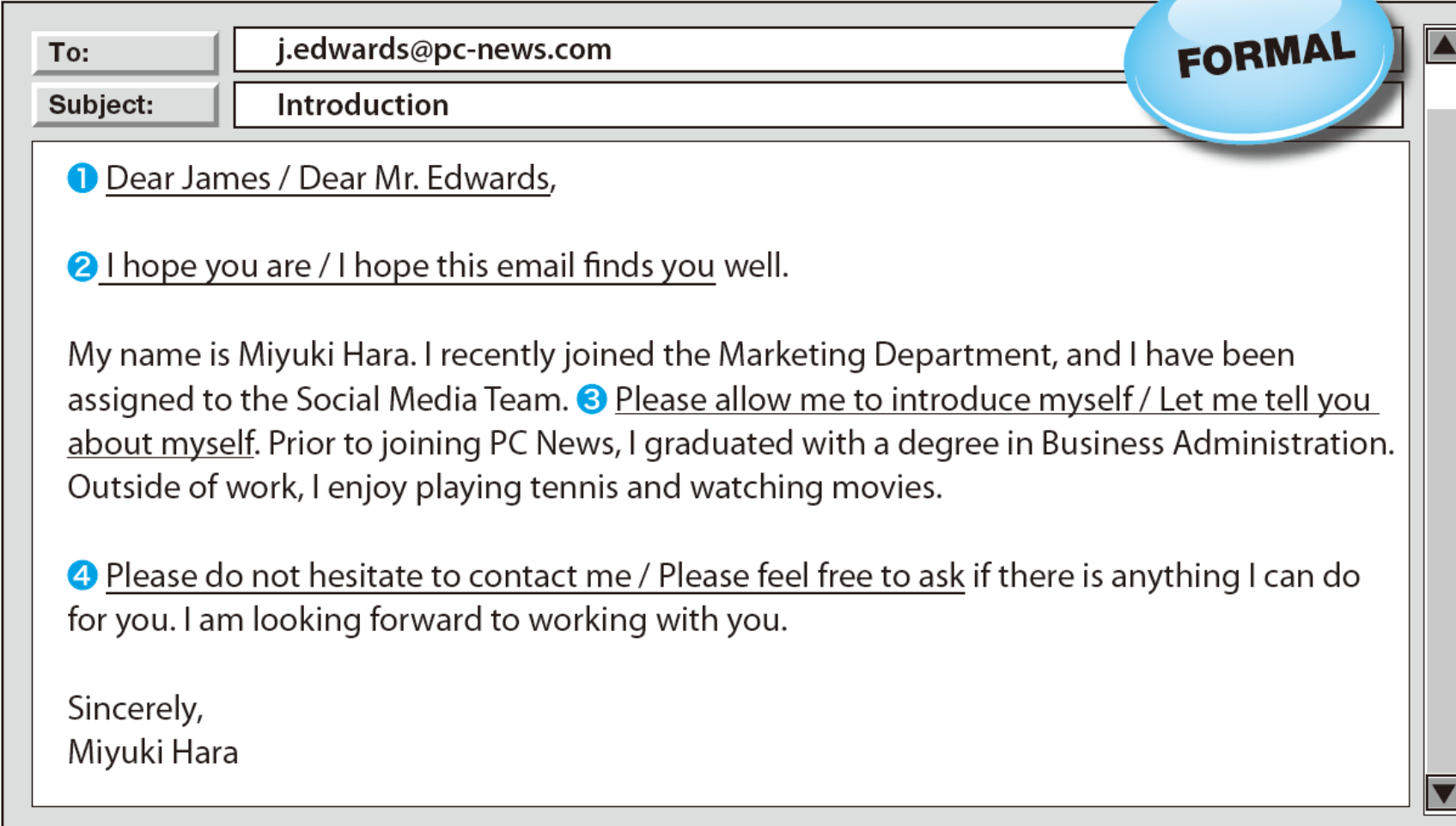
Best regards,
Miyuki

Essential Email Expressions

Write **F** (formal), **S** (semi-formal), or **C** (casual) next to each expression in the chart.

Greeting people	Opening a pleasantry
1. ( ) **Hello** everyone,	**4.** ( ) How's it going?
2. ( ) **Dear** all,	**5.** ( ) I hope you are well.
3. ( ) **Hi** guys,	**6.** ( ) I hope this email finds you well.
Introducing yourself	**Offering help**
7. ( ) Let me tell you about myself.	**10.** ( ) Please do not hesitate to contact me if...
8. ( ) Please allow me to introduce myself.	**11.** ( ) Please let me know if...
9. ( ) Here's a little about me.	**12.** ( ) Please feel free to ask if...

Exercises

To: j.edwards@pc-news.com

Subject: Introduction

FORMAL

❶ Dear James / Dear Mr. Edwards,

❷ I hope you are / I hope this email finds you well.

My name is Miyuki Hara. I recently joined the Marketing Department, and I have been assigned to the Social Media Team. ❸ Please allow me to introduce myself / Let me tell you about myself. Prior to joining PC News, I graduated with a degree in Business Administration. Outside of work, I enjoy playing tennis and watching movies.

❹ Please do not hesitate to contact me / Please feel free to ask if there is anything I can do for you. I am looking forward to working with you.

Sincerely,
Miyuki Hara

Tips

Business Writing Tip

Writing your name

You should always write your first name at the end of an email. It is not natural to only write your family name.

Contacting people for the first time:

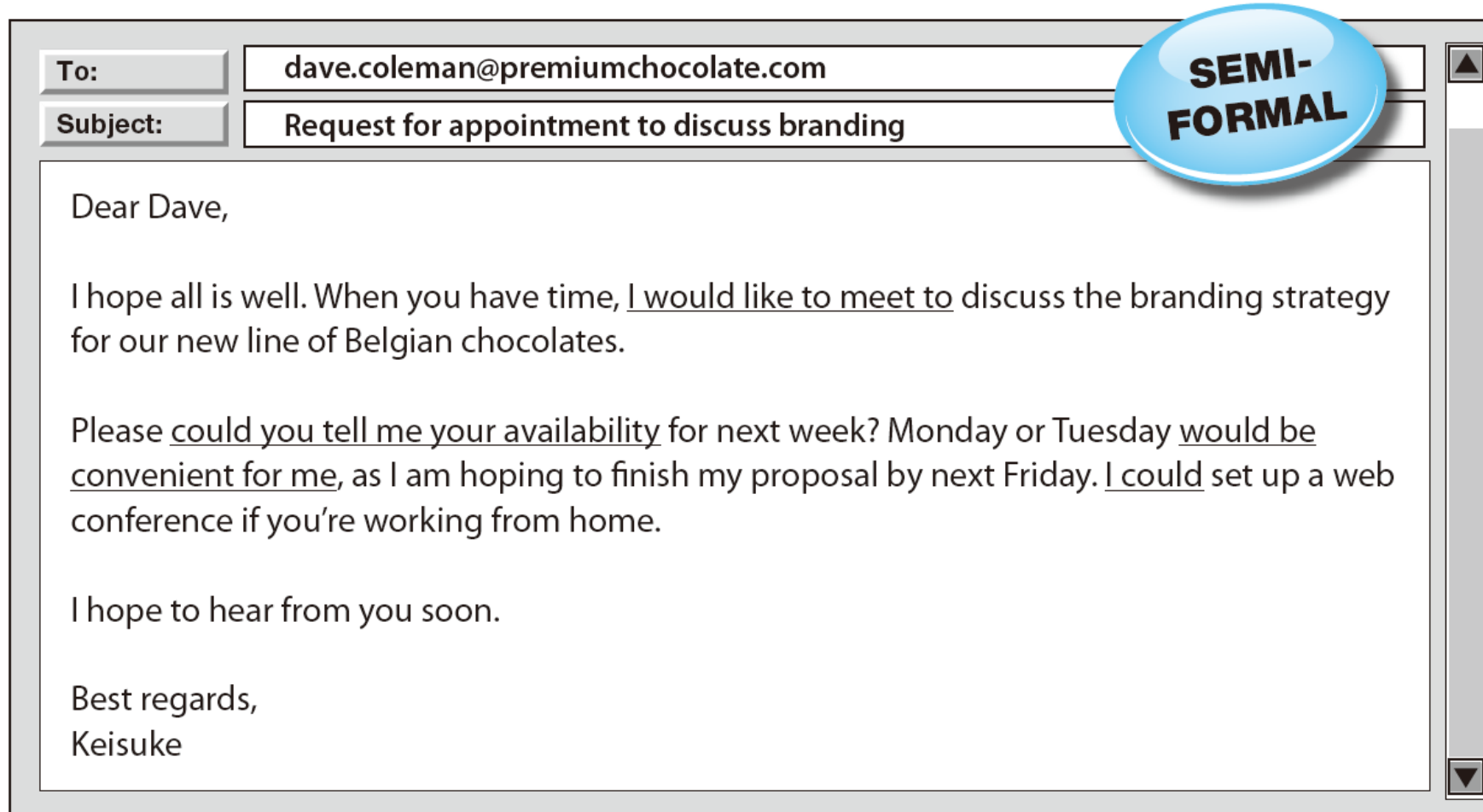Formal, Semi-Formal: ➡ Takashi Sato (first name then family name)

Casual: ➡ Takashi (first name only)

Contacting people you already know:

Formal: ➡ Takashi Sato (first name then family name)

Semi-Formal, Casual: ➡ Takashi (first name only)

Emails for Making Appointments

SEMI-FORMAL

To: dave.coleman@premiumchocolate.com

Subject: Request for appointment to discuss branding

Dear Dave,

I hope all is well. When you have time, <u>I would like to meet to</u> discuss the branding strategy for our new line of Belgian chocolates.

Please <u>could you tell me your availability</u> for next week? Monday or Tuesday <u>would be convenient for me</u>, as I am hoping to finish my proposal by next Friday. <u>I could</u> set up a web conference if you're working from home.

I hope to hear from you soon.

Best regards,
Keisuke

Emails for Checking Information

To: g.desmond@desmondconsulting.com

Subject: Re: Rescheduling the conference call

SEMI-FORMAL

Dear Mr. Desmond,

Thank you for your email.

I am very sorry, but there were some parts of your message I did not understand. May I ask you some questions about it?

- You said that the best time for the meeting is "around lunchtime." Do you mean before lunch or after lunch?
- You also said that you need "the meeting PIN." I'm not sure what you mean. Could you explain this to me?

Thank you very much for your help.

Best regards,
Yuri

Emails for Making Requests

To: naomi-sawada@outdooradventures.com

Subject: Request for sample products

SEMI-FORMAL

Dear Naomi,

I hope you are well. I am writing regarding your new range of tents.

Could you help us with something? We are considering selling your tents in our stores, but we would like to know more about them first. Could you send us a sample product? This will help us to decide whether we will sell them or not. We need to make a decision this month, so please could you send one as soon as possible?

Thank you very much for your help. Please let me know if you have any questions.

Best regards,
Jenny

Also...

Asking Permission

GOAL ✓

Learn how to ask for, give, and refuse permission

1 Vocabulary

Match the underlined words to the meanings.

1. Do you mind if I smoke here? (　　)
2. "Can I use this PC?" "Go ahead." (　　)
3. "Can I borrow your pen?" "Certainly." (　　)
4. I'm afraid you can't use it now. (　　)
5. "Thank you for your help." "Don't mention it." (　　)

A. You're welcome.　　B. yes (casual)　　C. yes (formal)
D. feel unhappy　　E. sorry

2 Listening　🎧 16

Kaito works in the Human Resources Department of a large company. Listen and check the things on his list that he is able to do.

To Do List

1. ☐ get permission to work from home tomorrow
2. ☐ check the interview schedule
3. ☐ look at job applicants' resumes
4. ☐ book a meeting room for the interview on Friday

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6 Reading　🎧 03

Read the article and choose the correct answers to the questions.

My first week at Google

So I am officially a "Noogler," a new hire at Google!

On Monday, I arrived at the campus and went to the orientation to create my login details and have my photo taken for my employee ID. There was a long line of people waiting, but it was fine because there were some musicians playing for us! I introduced myself to some other new recruits. Some had just graduated from college like me, but others were moving to Google from other jobs.

We had two days of orientation on Tuesday and Wednesday, where we learned all about working for Google – and we also got to eat at some of the great restaurants on campus. After orientation, I was assigned a mentor – a senior coworker from my department. She took me to my desk and introduced me to the rest of our team. They were all really friendly. I'm really looking forward to working with them.

1. What is the article mainly about?
   A. Looking for a new job
   B. Applying for a new job
   C. Starting a new job
   D. Helping a new recruit

2. What did the writer NOT do on her first day?
   A. Talk with other new employees
   B. Set up her username and password
   C. Get a picture taken
   D. Meet her team members

3. What did the writer do before working at Google?
   A. She worked for another company.
   B. She was a university student.
   C. She was a musician.
   D. She worked in a restaurant.

4. In the article, the word "hire" in paragraph 1, line 1 is closest in meaning to
   A. manager
   B. recruit
   C. mentor
   D. training

3

And ...

Key Features

- Written especially for Japanese university students

- Focuses on the language that new employees will really need in the workplace

- Teaches expressions to suit casual, semi-formal, and formal situations.

- Fun speaking activities and engaging reading texts

- Includes Teacher's Guide, supplementary worksheets, and tests
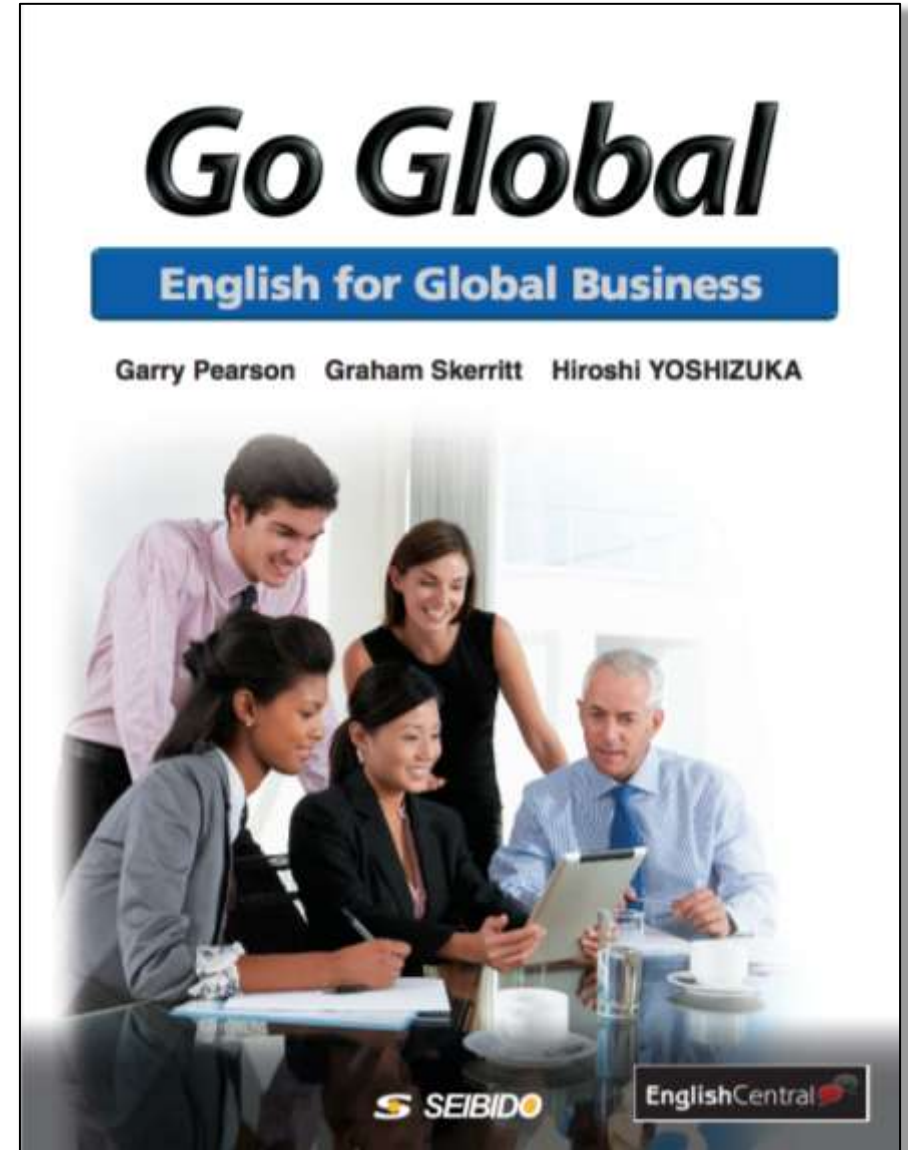
Questions?

yoshizuka@seibido.co.jp