

Writing

A formal email

Tips for writing a formal email

Clear and concise subject line. Begin your formal email with a clear and concise subject line that summarises the purpose of your email.

Professional greeting. Start your email with a formal greeting appropriate for the recipient. Use titles such as «Dear Mr. Smith» or if you don't know the name «Dear Sir or Madam» to show professionalism.

Structured and organised content. Organise your email content into clear and structured paragraphs. Begin with a brief introduction, followed by the main body of your message, and conclude with a courteous closing.

Polite and formal language. Choose your words carefully, using polite and formal language throughout the email. Avoid colloquialisms, slang, or overly casual language.

Appropriate closing. End your formal email with a courteous closing and a signature. Common formal closings include «Sincerely», «Best regards», or «Yours faithfully». Include your full name and any relevant contact information, such as your phone number or job title.

Extra tip. You must avoid using contractions and phrasal verbs, as they are only used in informal settings.

Read the email below. Identify the following parts of the email: sender, salutation, subject line, signature block, email address, closing.

From: admissions@metropolitanmedicalcentre.com
Subject: Reservation Mrs. Thompson
Date: 15 June 2023
To: jane_thompson_80@gmail.com

Dear Mrs. Thompson,

I hope this email finds you well.

I am writing to inform you that your booking via the health application on Monday, June 15th, 2023 has been confirmed.

We can confirm your appointment for Wednesday, June 18th, 2023 with Dr. Burbak, at Obstetrics unit. Prior your medical check, please show your registered ID at the hospital admissions desk.

Please find attached directions on how to find us:

Metropolitan Medical Center
1234 Elm Street
Anytown, USA 56789

From main entrance, follow the corridor until you find an elevator. From there, go up to the third floor. From elevator, turn left, follow the corridor, and you will find the Obstetrics unit on your right after the pharmacy.

Please do not hesitate to ask one of our friendly staff for assistance should you require it.

Best regards,

John Stanton
Admission Team
Metropolitan Medical Center

ACTIVITIES

1. Read the email again and answer the following questions:
 - a) What is the purpose of the email?
 - b) Is the email formal or informal? How do you know?
 - c) How has the patient been addressed in the email?
 - d) What important information has been included?
2.  **Work in pairs.** Write a formal email welcoming a new doctor to your ward. Provide information for the first day including what time to arrive and how to get to your ward in the hospital complex. In your email include:
 - A well-constructed subject line.
 - Brief, direct, and formal writing including salutations and closing.
 - Timelines for actions and responses when necessary.
 - A clear layout for readability.
 - An email signature.Ask your partner to reply to your email.

