

# Innerstädtisches Gymnasium Rostock

## WRITING AN EMAIL IN MEDIATION TASKS

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

Think about	Formal	Informal
<b>Purpose</b>	Business and important messages.	Informal messages.
<b>Audience</b>	Business and work colleagues.	Friends and family.
<b>Style and accuracy</b> Don't use slang, exclamation marks or smilies in formal emails.	<b>Professional - accurate spelling, punctuation and grammar</b> Thank you for your prompt response.	<b>Friendly</b>
<b>Beginning and ending</b> Remember to use a formal style when writing business or work emails.	<p><b>Start and end appropriately</b> Dear Mr/Mrs/Chris Dear Sir/Madam</p> <p>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)</p> <p>Usually no comma after the salutation and closing line.</p> <p>The first text line starts with a capital letter.</p>	<p>Hi Dear Hello</p> <p>Bye CU See you Cheerio Love</p>
<b>Use of contractions</b> <b>No contraction:</b> "I will not be able to come to the meeting." <b>Contraction:</b> "I won't be able to come to the party."	<b>No contractions</b> Thank you very much for the voucher. I am looking forward to spending it next time I visit your shop.	<b>Contractions can be used</b> Thanks so much for the voucher - I'm chuffed, can't wait to spend it! Just gotta decide what to buy LOL!
<b>Common contractions</b>	I am We are You are Will not Was not	I'm We're You're Won't Wasn't
<b>Umlaut</b>	Don't use mutated vowels.	

Include:

**Mail to:** john.miller@superschool.org

**Subject:** student exchange in September

At the bottom of your formal email include a signature footer like:

Baerbel Mueller  
Student of Rostock Inner City High School  
Lange Strasse 7  
18055 Rostock  
Germany  
telephone: 0049 (0) 381 123456  
mobile: 0049 (0) 175 987654  
www.baerbel-rostock.de



- Keep messages short and to the point.
- Include a relevant and precise subject line for the message. (Be aware of spam filters.)
- Capitalise words only to highlight an important point. Capitalising is generally felt to be like SHOUTING!
- Be professional and be careful what you say.
- Emails are easily forwarded.
- Be careful when using sarcasm and humour.
- Punctuation matters.
- There is no date needed, it is inserted by the system automatically.
- Be consistent in style and standards (BrE/ AE...)

sources: <http://www.bbc.co.uk/skillswise/factsheet/jo10tech-l1-f-formal-informal-emails> 12/09/2013

email