

Technical Tips for Writing Business Emails

An email is a form of non-verbal communication so feelings and expressions of verbal communication can be conveyed only through the use of right words and phrases. There are few tips that needs to be followed when you write an email:-



1.) Subject: A well-chosen subject line is an important opportunity to inform and persuade your reader. If you don't include a subject line, then your recipient should need in order to make your message a top priority just by seeing your name. That could come across as arrogant, or at the very least, thoughtless.

2.) Proofread – Proofread your email before you hit the send icon. All-caps comes across as shouting, and no-caps makes you look like a lazy teenager. Regardless of your intention, people will respond accordingly. Spellings are equally important to be correct. Avoid writing these ways:-

- “thx 4 ur help 2day ur gr8!”
- u want ur prof r ur boss 2 think u cant spl? LOL ☹

3.) Avoid attachments – Rather than forcing you reader to download an attachment and open it in a separate program, you will probably get faster results if you just copy-paste the most important part of the document into the body of your message.

4.) Examine the problem from every point of view – I know, I know, this is about as obvious as it gets. But you'd be surprised at the number of times customers call technical support and the guys at the other end just refuse to listen.

5.) Try the solution out yourself – When you are typing a reply, don't validate the solution because you tried it out in the past or someone from your team explained it to you. Do it yourself, and see the result with your own eyes and confirm that it's working before you hit that send button. Even the slightest missteps can, after all, turn a satisfied customer into an irate one.

6.) *Put yourself in their shoes – Every customer you speak to has a genuine problem. To them, the littlest of glitches could mean a critical issue that can cause bottlenecks. It is not okay for you to take them lightly just because the fix is already on the way.*

7.) *Check for grammatical errors – While it's impossible for you to make sure that every email is perfect you need to at least try. Make it a point to go through every reply at least once before sending it. If you don't trust yourself to spot all the errors, trust in a tool like the Spell check in MS Word that can point out all the errors.*



Suitable Vocabularies of Emails

Unlike the other situations even emails require certain vocabularies to make the emails perfectly understandable. Some of the most important email vocabularies are:-

Common vocabularies of emails:-

to send a letter or an email

to send something by post/ mail

to email somebody

to get/ receive

to reply to

to check emails

sender

addressee

to attach

attachment

to enclose

enclosure

Email vocabularies

Attach – Please find the report attached/ As you can see from the attachment...

Best – All the best/ Best wishes/ Pass my best wishes on to John/ Best regards (In)

convenience – Please reply at your earliest convenience/ We would like to apologise for any inconvenience caused/ Please let me know what dates are convenient for you

Dear – Dear Sir or Madam/ Dear Mr Case/ Dear Alex/ Dear Sirs

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Forward – I look forward to hearing from you soon/ Please forward this to John

Hear – I look forward to hearing from you (soon)/ Hope to hear from you soon/ It was really nice to hear from you

Hi – Hi/ Hi John/ Say “Hi” to Steve from me/ Julie says “Hi”

In – In connection with/ In advance

Inform – We regret to inform you that.../ We would like to inform you that.../ If you need any further information, please do not hesitate to contact me

Love – Love from/ Lots of love/ Send my love to John/ John sends his love

Mail – Snail mail/ I’ve sent you a hard copy in the mail

Note – This is just a quick note to say.../ Please note that.../ NB

Email collocations

Please – Please let me know if you have any questions/ If you need any further information, please do not hesitate to contact me at any time

Reference – With reference to.../ Your ref:/ Our ref:/ Reference number

Regards – Best regards/ Give my regards to John/ Regards

See – See you (soon/ then)/ It was a pleasure to see you again last week/ Hope to see you again soon

Sir – Dear Sir/ Dear Sir or Madam

Soon – I look forward to hearing from you soon/ See you soon/ Write soon

Sorry – Sorry it took me so long to get back to you/ Sorry not to reply sooner/ Sorry it’s been so long since I last wrote/ Sorry to write to you out of the blue

Text – Send a text/ Textspeak/ Text someone

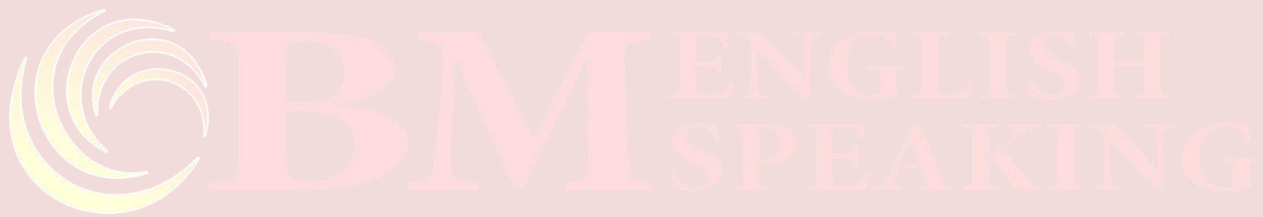
Thanks/ Thank you – Thanks (again/ in advance)/ Thank you for your email/ quick reply/ getting back to me so quickly/ taking the time to see me yesterday

To – To whom it may concern/ I’m writing to you concerning...

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Write – Write soon!/ Thanks for writing back so quickly/ I am writing to you in connection with.../ concerning.../ about.../ (in order) to...

Yours – Yours sincerely/ Yours faithfully/ Sincerely yours/ Yours



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Or Visit Our Training Centers

<p>BM English Speaking Dadar (West) Center 22, 2nd Floor, Bismillah Building, Opp Suvidha, Ranade Road, Dadar Mumbai, Maharashtra 400028 Phone: +91 9820170035 / +91 9820988846 Email: dadar@bmconsultantsindia.com</p>	<p>BM English Speaking Andheri (East) Center 1st Floor, Magan Mehal, Near Andheri Court, Mumbai, Maharashtra 400069 Phone: +91 9769933113 / +91 9819705203 Email: andherieast@bmconsultantsindia.com</p>
<p>BM English Speaking Thane (West) Center 4-5 , Patel Apartments, Opp. McDonald's, Gokhale Road, Thane (West) Phone : +91 9920237774 / +91 9769933123 Email: thane@bmconsultantsindia.com</p>	<p>BM English Speaking Borivali (West) Center 201-202, Goyal Shopping Center, Opp. Borivali (West) Station, Mumbai – 400 092 Phone: +91 9769442224 / +91 9833325957 Email: kandivali@bmconsultantsindia.com</p>