

DOWNLOAD



ENGLISH

E-Mail Writing

What is an E-mail?

An e-mail is the fastest way to communicate in writing. The word e-mail simply means electronic mail, which we send across the Internet or other computer networks. An e-mail can be sent from a computer or from a smartphone which has access to the Internet.

Some Facts about E-mail



- An e-mail is sent using an account which stores all your sent and received messages online.
- E-mail accounts can be created with e-mail service providers such as *Gmail*, *Yahoo!* and *AOL*.
- Most of these service providers do not charge you to create an e-mail account.
- An e-mail account is operated through a personal e-mail address (e.g. abc@xyz.com) which can be accessed only with a password (a series of letters or numbers).
- Your password is a secret and should never be shared with anyone!
- You can send written messages, photos, videos and audio files through e-mail.

What does an E-mail Look Like?

Most e-mail service providers allow users to customise their online profiles. Each user can choose from a variety of themes and set their preferences. It is similar to setting themes on your computer.

An e-mail looks like a letter except that it is not handwritten. Let us examine the differences between a letter and an e-mail.

E-mail	Letter
Printed or typed	Printed or handwritten
Sent via the Internet	Sent via the post office
Is received instantly	Takes days to reach the recipient

Components of an E-mail

An e-mail consists of two main sections:

- The header
- The body

The following fields are part of the header:

- The **To** field
- The **Cc** field
- The **Bcc** field
- The **Subject** line

The body of the e-mail consists of an introductory paragraph and a short description in writing. It consists of

- A **salutation**
- An **opening sentence**
- The **information** in detail
- **Closing** line
- **Signature** line

 Send	To...	Email address of the recipient of the e-mail
	Cc...	Email addresses of people other than the main recipient who need to read the email
	Bcc...	Email addresses of people who must read the email without the knowledge of the other recipients
	Subject:	The purpose of the email

Dear (name of the recipient),

Opening sentence (Gives the reader an idea of what the e-mail is about)

Body: (Gives detail information in a short paragraph)

Closing line: (Is a polite end to the communication)

Signature: (is your name and other details for the recipient to reply)

An e-mail can be formal or informal. Let us read a few samples.

E-mail Samples

SAMPLE 1

You haven't received the refund of the defective product you sent back to an online shopping company two weeks ago. Write a letter to the Sales Head of the company explaining the matter and asking him to investigate the delay at the earliest. Sign the e-mail as Chandran Iyer.

From	chandraniyer@yepmail.com
To	vikasSaluja@fleepkart.com
Cc	
Bcc	
Subject	Refund Status
Dear Mr Saluja, I am writing in regard to my order number A4731. I had ordered <i>Puma Carlos Running Shoes</i> from your site last month. The product delivered to me was defective; the soles were worn out and the colour faded. I immediately called the customer service desk and had the items taken back. I was told that the money I paid would be refunded within a week. However, it has been more than fifteen days and I haven't received any update about the refund. I would appreciate it if you would look into the matter at the earliest and assure me of the immediate refund. I look forward to your earnest response. Regards, Chandran Iyer E: chandraniyer@yepmail.com M: 9089765432	