

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 email account.
- An e-mail account is operated through a personal e-mail address
 (e.g. <u>abc@xyz.com</u>) 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

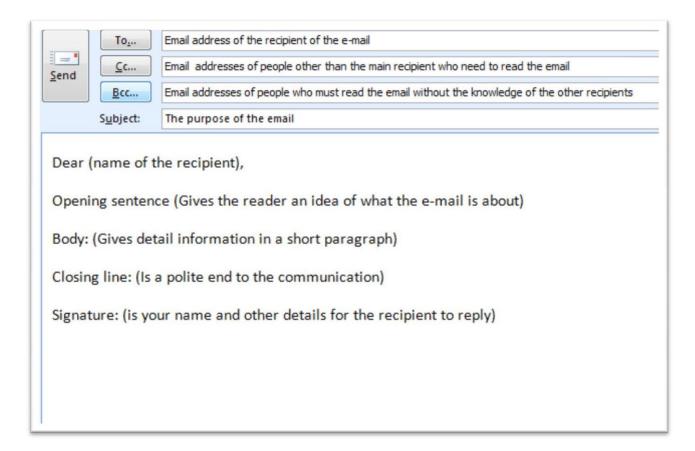
The following fields are part of the header:

- 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

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

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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 lyer.

From	chandraniyer@yepmail.com
То	vikasSaluja@fleepkart.com
Сс	
Всс	
Subject	Refund Status

Dear Mr Saluja,

I am writing in regard to my order number A4731.

I had ordered *Puma Carlos Running Shoes* 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