

**Teacher: Dr Nidhi**

**Class: BA III (6th Semester)/BA II (4<sup>th</sup> Semester)**

**Sections: D/C**

**Subject: English**

**Topic: E-MAIL WRITING**

**E-MAIL:**

In the modern world of technology, postal correspondence has been replaced by E-mail. It is one of the most popular network services. E-mail is the abbreviated form of electronic mail. It is the cheapest as well as the quickest service. It saves a lot of time and money. It is used for sending a single message that includes text, voice, videos or graphics to one and more recipients.

**Techniques for writing effective e-mail:**

1. **Use the correct e-mail address.** An e-mail address should be like this:

**local part @ domain part**

shakti.kumar@yahoo.com

The local part defines the name of a special file called the user mailbox. The domain name is a logical name.

2. **Provide an effective subject line.**
3. **Limit your e-mail message to one screen.**
4. **Organise your e-mail.**
5. **Use highlighting technique.**
6. **Proofread your e-mail.**
7. **Don't e-mail confidential information.**
8. **Learn how to express emotions visually.**
9. **Make hard copies for future reference.**
10. **Netiquettes:**
  - a) Be courteous.
  - b) Convey correct information in the language easily understood by receiver.
  - c) Don't write abusive angry messages.
  - d) Read and re-read your message before you send it.
  - e) Answer all queries.
  - f) Reply as soon as possible.
  - g) Be aware of e-mail jargon.
  - h) Delete the junk mails regularly.

## **E-MAIL WRITING (FORMAT)**

**FROM :**

**TO :**

**DATE :**

**CC :**

**BCC : pcr.me@gmail.com**

**SUBJECT :**

**SALUTATION**

**MESSAGE/BODY**

**Signature**

**Name & Designation**

**SEND**

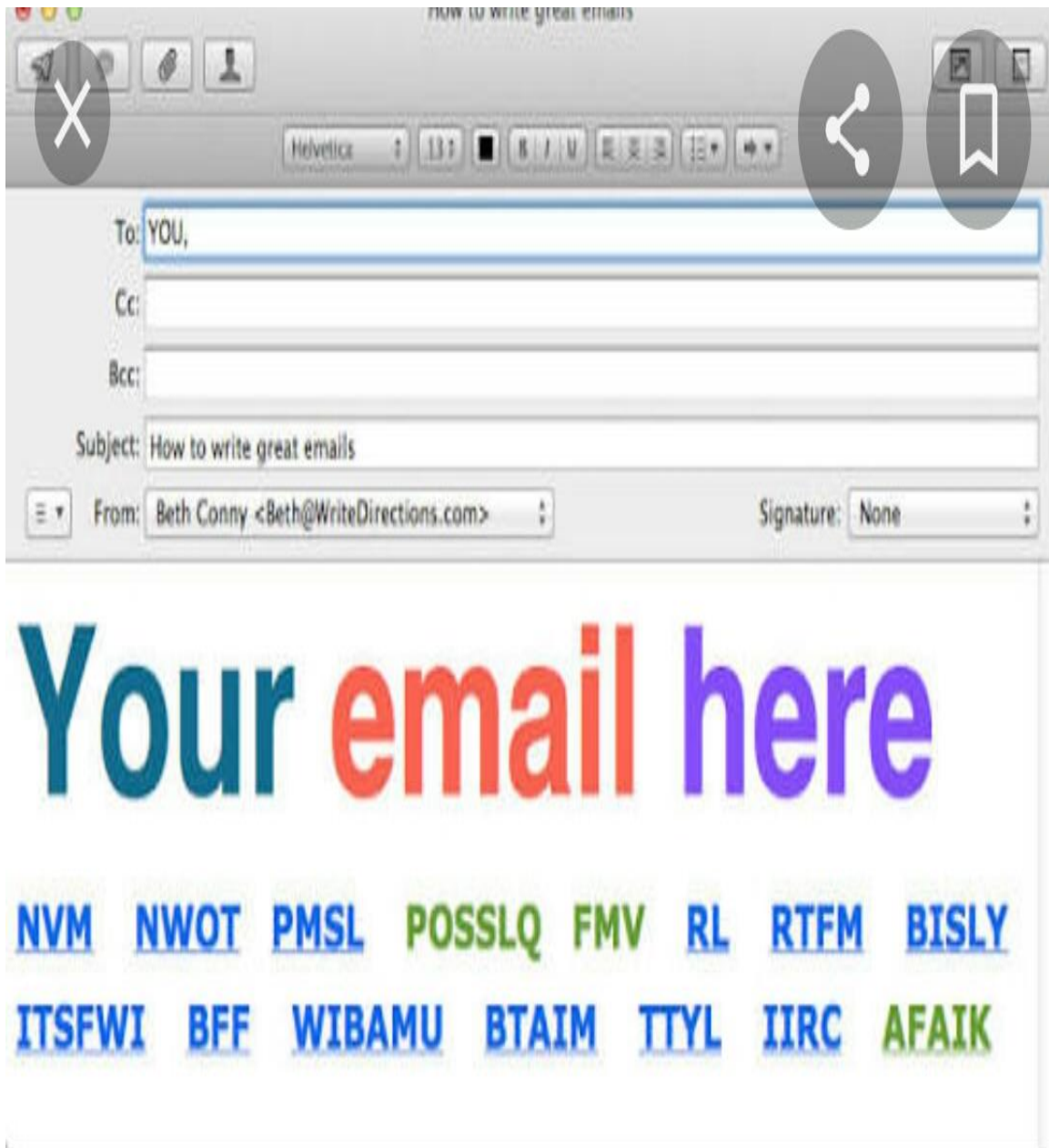
**SAVE**

**REPLY**

**FORWARD**

**EDIT**

It will look like the following image:



**1. Write an e-mail by a customer to place an order for books.**

**To:** lakshmi.publishers @ gmail.com

**From:** nirmal.ps@ yahoo.com

**Date:** March 30, 2020

**Cc:** ram.pm@gmail.com

**Bcc:** shakti.kumar@yahoo.com

**Subject: An Order for Books**

Dear Sir/Mam

Supply the following books (latest editions):

1. **Communication Skills in English** by A. L. Madan (10 copies)
2. **Business Communication** by V. K. Jain (10 copies)
3. **Maths Made Easy** by Rajesh Kumar Thakur (20 copies)
4. **Environmental Science** by Y. K. Singh (5 copies)
5. **History of India** by Majumdar (20 copies)

Damaged books shall not be accepted. As we are your regular customers, please allow maximum discount. Payment will be made through NEFT on receipt of books. Please send the books to the address given below:

Nirmal Kumar

H. No. 341, Model Town

XYZ City

Regards

Nirmal Kumar

**2. Write an e-mail by a publisher to inform the customer about the supply of the books.**

**To:** nirmal.ps@ yahoo.com

**From:** lakshmi.publishers @ gmail.com

**Date:** March 31, 2020

**Cc:** ram.pm@gmail.com

**Bcc:** shakti.kumar@yahoo.com

**Subject: Supply of Books**

Dear Sir

This is to inform you that the books ordered by you on March 29, 2020 have been dispatched by courier. Acknowledge receipt. You are requested to make payment through NEFT after receiving the books.

Regards

Lakshmi Publishers

**Note:** Students are advised to use imaginary or fictitious e-mail and residential addresses.

