

THE ELECTRONIC MAIL (The e-mail)

Email, e-mail, e-mail and E-mail are all acceptable ways to write the shortened form of **Electronic Mail**

The e-mail may be regarded as the digital form of the letter. Like the letter, it has a particular format. However, unlike a letter, the format is provided when using an e-mail programme like gmail or Microsoft Outlook. E-mails may be FORMAL or INFORMAL.

THE FORMAL E-MAIL

- 1.1. The subject line must contain the purpose of the e-mail and should be similar to the subject line used in a formal letter.
- 1.2. Although your name is automatically shown to the recipient of an e-mail, it is still good practice to include your name at the end of the e-mail. It is sometimes necessary to also include a contact telephone number immediately below your name.
- 1.3. The body of the e-mail appears after the subject line and usually consists of three paragraphs after the salutation (*Mr Smith/ Dear Mr Smith/ For attention of/ The title or position of the recipient*).
 - 1.3.1. **Paragraph 1** should outline the problem/ issue/ reason for the e-mail
 - 1.3.2. **Paragraph 2** should provide greater detail to the information in Paragraph 1. This may include details leading to something, relevant background information or simply greater detail of what has already been stated,
 - 1.3.3. **Paragraph 3** should offer a possible solution or the expected action or reaction from the recipient.
- 1.4. Formal e-mails need to observe an appropriate register: The rules that apply to the register of the formal letter all apply here:
 - No contraction of words (I'm, won't, etc)
 - No colloquial language or slang
 - No emotional rants, regardless of the context
 - Only polite language is allowed, regardless of the context
- 1.5. Formal e-mails would usually include an address in the space marked "CC". This is the e-mail address of a person who would need to see the mail, but will not necessarily be required to act on it.
- 1.6. Closing salutations. There is a wide choice of closing salutations one could use in a formal e-mail. This could include:
 - 1.6.1. Regards (Most formal)
 - 1.6.2. Best regards (formal)
 - 1.6.3. Warm regards/ Kind regards (usually reserved for someone you know)
 - 1.6.4. Yours sincerely
 - 1.6.5. Appreciatively/ With gratitude

1.7. FORMAT OF AN E-MAIL

Note: email addresses usually have the format [name@domain.com/](mailto:name@domain.com) name@domain.co.za

To: principal@apexhighschool.co.za

CC: sgbchair@apexhighschool.co.za

Subject: REQUEST FOR CLARITY ON THE SCHOOL POLICY FOR CELLPHONE USAGE

01 July 2021

11h22 Stanmorephysics.com

Dear Sir/ Madam

PARAGRAPH 1

PARAGRAPH 2

PARAGRAPH 3

Closing Salutation

Name