

Using email templates

There is a limited number of different types of business emails. This means that many of the emails you send are very similar. They contain the same standard email phrases.

This is why it is a good idea to use email templates. An email template has the structure of a common email. All you need to do is change the details to fit the situation.

The video at <http://stratfordteachers.com/2017/10/26/using-email-templates/> shows some examples of using email templates. Here is some more information about the standard email phrases used in those examples.

Email one

This is a formal email requesting information from a client.

The diagram shows a formal email template with the following text and callouts:

Callouts:

- This is a reference to previous contact. In this case, an email.
- This is the *salutation*. We use *Ms* for an email to a woman and *Mr* for a man.
- This phrase gives the reason for the email: the request for information.
- This standard phrase offers more help to the person receiving the email.
- This indicates that there are files attached to the email.
- This is a standard *closure* for formal emails. You can also write *Kind regards*.
- This thanks the person in advance for their response to your request.

Email Text:

Dear Ms Samuels

Further to your email dated 3 April, I am writing to request the materials we require to complete our audit.

Please find attached a list of the documents.

If you have any questions, please do not hesitate to contact me.

Thank you in advance for your cooperation.

Best regards

Tania Grochowska (Ms)

Email two

This is a more informal email from one colleague to another requesting a meeting.

The diagram shows an informal email template with the following text and callouts:

Callouts:

- Starting with *Can we ...* indicates that you can making a request.
- You can also write *Hi*. Using the person's first name indicates an informal style.
- Can we find time to talk about ...* is an informal way to request a meeting.
- Use *I'm free ...* to say when you are available for a meeting.
- Use *We could ...* to make a suggestion. In this case, the location of the meeting.
- This is a reference to future contact. It could be by email, phone or in person.
- You can also close with *All the best* or *Have a good evening / weekend*.

Email Text:

Hello Mike

Can we find a time to talk about the project schedule?

I'm free from 10 to 11 Wednesday morning or any time Friday afternoon. We could meet for a coffee.

Hear from you soon.

Best wishes

Ben