

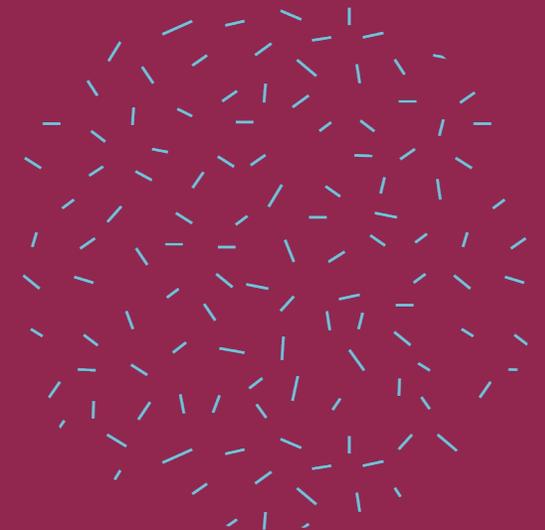
# Email Writing Tips

Staff Training : Lecture 2

By Duminda Jayaranjan

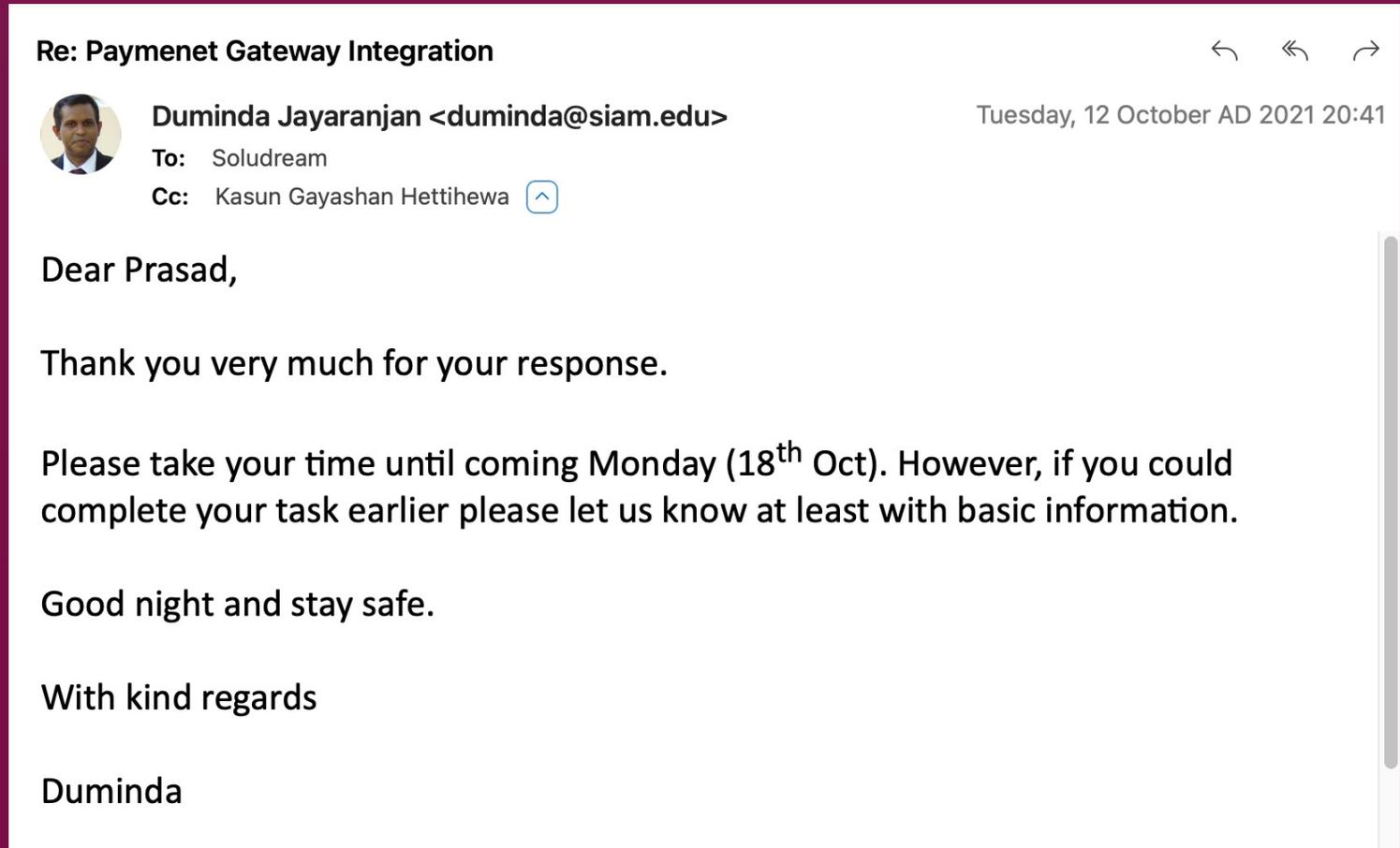
Institute of Professional Development

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# Email & Email's Components

1. Header/From : Date
2. To
3. CC (Copy)
4. BCC (Blackcarbon Copy)
5. Subject
6. Opening
7. Body/Content
8. Closing
9. Sender Signature
- 10\*\* Attachement details/Copy



# TO, CC, BCC

TO: The person who received the information shall take direct actions or information is directly related to the person in "To"

CC: The personnel in this group is in the loop of activities, but the person under To will be responsible to guide them/need to participate. E.g. if we send an email related to VISA to registration office and copy to admission, i.e. admission also use same information or they may have a role to do.

\*\*\* if all are responsible, sender can send the email to all under "To".

BCC: 1. The person who are in "To"/"CC" should not know, or when reply to all, the person in BCC should not get the answers

2. For silent monitoring or just for information only/

3. If anyone should not know email addresses of each person, and to control fishing email or gathering email addresses of personnel for marketing/or other uses.

4. But when copy to management, they will monitor and may be will get the answer/action soon overriding the authority of the person under "To"

\*\*\*\*\* Hint: If you see a highly professional email, it can be a sign of there is a person who may monitor all in BCC

# Email Types

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Informal emails – just send information, and quick reply mostly as personal email (write to close people)

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Formal Emails – usually to discuss about important things or when needed to be polite/mostly among known people however suitable to share with external people as well. Assume some details related to the content is “well-understood by the people who receive this email”

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Official Emails – specially related with office work, and you do not know all the people in the loop, and when need all information clearly

# Key Three Parts of Email Body/Content

Introduction

Information/More details

Conclusion/Request/What  
Do you expect

# Writing Introduction

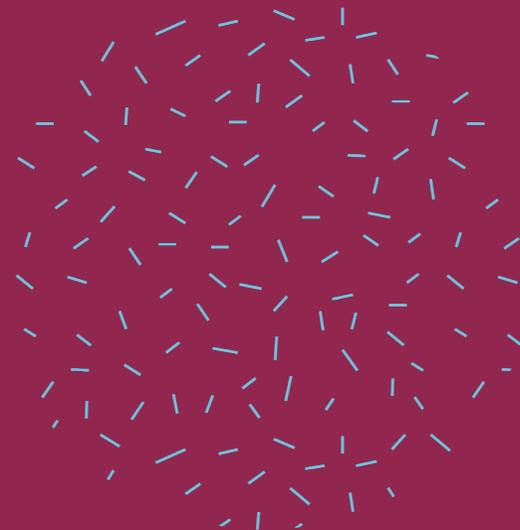
Provide an introduction to the subject, and what is the reason to write this email:

A. “ With respect to the above subject in this email, I wish to bring you the following details to your consideration”

B. “Greeting from Siam university.

I am Sondu Sharama from department of science. I am writing this email to you on behalf of our Dean, Ms. Katuma Hassa.”

C. “As per the telephone convestaion had with you today, 16th Oct 2021 around 3.00 PM, I wish to bring my opinion as below”



## Writing Mid part/information

. Write detail about the matter  
or what is about with clear  
details.

# Continue .....

1. “As per the act number 078662/2021 published on 12th July 2021, all the companies under production category shall offer additional 45% of wages to labors. Therefore, ..... Add more details if any”
2. “IBBA department has set a policy to work only in English Language. The matter was discussed with all internal lecturers on 23rd April 2021, and all lecturers confirm that all communication shall be in English. Also, IBBA prepared a communication flowchart to use internally or externally”
3. “Siam University is planning a robot competition for high schools, and the date is 22 April 2022. The venue is Siam University. The winners will get cash rewards (see web site: [src.icosiam.com](http://src.icosiam.com) for all details), and winners will get an opportunity to receive an scholarship to Siam University.”

# Conclusion or request/what do you want to inform

In this section, write must clearly mentioned what is expected from the email.

1. “ Therefore, I am seeking your approval for buying above items which will be approximately 5000 THB”
2. “Please approve a budget of 5000 THB”
3. “ Your participation to this event is highly appreciated and confirmation to the same is requested”

# Ending of an email

Looking forward to hearing from you soon.

Thank you very much/Sincerely yours/ Yours sincerely/ Have a nice day & Stay safe

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Ms. Kruwhen Hpoo

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IBBA Office, Siam University

Tel:

# What is “Not to do”

1. If you are sending a reply to someone using a common email, you must add the name of sender

e.g: sender email = [ibba@siam.edu](mailto:ibba@siam.edu)

Ending of email; Ms. Kruwehn Ja

Ibba office, HHHHHHHH

Tel; 5217, office email: [ibba@siam.edu](mailto:ibba@siam.edu)



Thus “ DO NOT just SEND mentioning the office name”

Ibba office, HHHHHHHH

Tel; 5217, office email: [ibba@siam.edu](mailto:ibba@siam.edu)



# Is this email perfect? Yes or No? Why?

Email writing session for staff members- IPD Training session for internal staff



Duminda Jayaranjan <duminda@siam.edu>

Today at 00:18

To: Hpoo pwint Dahlia Maung; Kruewhan Jantinnaton; Kansinee Lertpanyarote; [+11 more](#) ✓

Dear all,

IPD conducted a training program for IBBA staff members for 2 months about “soft-skills”, and “how to improve your soft-skills”. E-mail writing is one of most important section under “communication skills”, and thus there was a special request to conduct a separate session with more details on “email writing”.

The session was conducted on Saturdays. With the decision of allowing all staff/lecturers to join in this session, it is required to decide best suitable time for all of the participants. The session will be for approximately 1 – 1 ½ hrs.

Thus, this is to request your best date and time for the above session “ How to write an email”, and your reply to this email would be appropriate on or before 31<sup>st</sup> October, 2021.

Thank you,

Duminda

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Associate Dean| International College

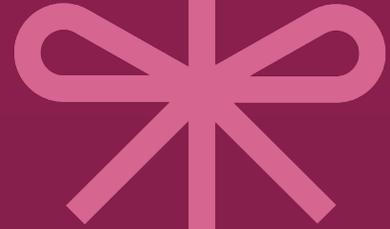
Actg. Director| IBBA Program)

# Practice Email

Practice email 1: Suppose you are asked to write an email to a school requesting permission to visit school and promote IBBA program. 1. Write an email to the school principal (You decide who should send this email and prepare accordingly)

Practice email 2: Now think you are the school principal, and needs to reply to the email as mentioned above. Write that email for options; 1) by accepting your request , and 2) by rejecting your request

Practice Email 3: Write an answer to above 2 options.  
(you should be able to write above 5 emails in 2 hrs)



Thank you

