



O SCRIPT

novalegião



Greetings

It's important to think about the correct way to address the person you are emailing.

The following phrases are suitable for addressing someone formally:

- *Dear Sir/Madam*
- *Dear Mr/Ms Jones*
- *To whom it may concern*

First names are not usually used in these kinds of emails.

And you can use the following to address someone outside of work, or even a colleague that you know well:

- *Hi Alfred*
- *Hello Eleanor*
- *Dear Jasmine*

There are a lot less rules when it comes to casual greetings, so feel free to try out different things.

Reason for writing

It's important to get your message across properly. Think about your reader and how you would like them to respond to what you are writing.

Use the following phrases to formally illustrate the reason you're writing:

- *I am writing to ask for further information about...*
- *I am writing regarding the meeting we have arranged...*
- *I am writing with regard to the complaint you made...*

With reference to our conversation this morning, I would like to let you know...

Use these informal phrases for more casual exchanges:

- *Just a quick question about...*
- *I was wondering if...*
- *I wanted to let you know that...*

Making a request

Most of the time, especially in a business context, you'll need to make requests or ask for information in your emails.

It is important to be polite when you're emailing to ask for a request formally:

- *Could you please let me know if you are available?*
- *I would appreciate it if you could send me the document...*
- *Could we arrange a meeting later?*
- *Please let me know if this will be possible...*

If you are writing to a friend, you can use informal phrases:

- *I was just wondering if you were around later...*
- *Would you mind coming earlier?*
- *Can you call me back ASAP? (As soon as possible)*

Ending

To end an email properly you need to finish with the appropriate sign off.

These closing phrases are suitable for ending formal emails:

- *Yours sincerely,*
- *Yours faithfully,*
- *Kind regards,*
- *Best wishes,*

These casual phrases are suitable for ending emails with people you're more comfortable with:

- *Thanks,*
- *Take care,*
- *Love,*

Start your email greeting the person you are writing to:

1st option - Formal emails:

- *Dear Mr./Ms.,*

2nd option – Informal emails (it's not necessary to add Mr. or Ms.):

Dear John/Mary,

P.S.: if you don't know the person who will get your email (for example, when you send your curriculum...), you can use general greeting:

- *To whom it may concern, (A quem possa interessar)*

Explain the reason you are sending this email:

Try to be objective and go straight to the point.

Examples:

- *I am writing because...*
- *I am writing regarding the conference...*
- *As agreed, please find attached my report...*

Finishing your email:

Examples:

- *Let me know if you would like to have a coffee to talk about the matter..*
- *I am looking forward to hearing from you.If you have any questions, please don't hesitate to contact me.*
- *Please let me know if you need any extra information.*

Say good-bye:

- *Thank you for your patience and cooperation.*
- *Thank you for your consideration/attention.*
- *Best regards,*
- *Kind Regards*
- *Yours Sincerely,*