

HOW TO WRITE EMAILS IN ENGLISH

Dù là viết mail cho bạn bè, đồng nghiệp hay đối tác kinh doanh tiềm năng thì mục đích chính của bạn vẫn là truyền tải thông điệp thành công, đảm bảo người nhận hiểu ý bạn.

Whether you're writing to friends, colleagues or to a potential business partner, your main goal is to get your message across, in other words, to ensure the recipient understands you.

Các phần của 1 thư/ email:

PARTS of an EMAIL = greeting (Hi, dear...) + reason (lí do viết thư) + main body (nội dung chính) + closing (Thanks/ Sincerely / Best regards...)

Những ví dụ dưới đây được gắn mác ngôn ngữ “trang trọng” hoặc “thân mật” tùy loại mail

The examples are labelled 'formal' and 'informal' (formal- viết cho khách hàng, đối tác, người lạ hoặc mới gặp/ Informal : viết cho người thân quen, bạn bè, đồng nghiệp)

PART 1: GREETINGS (lời chào đầu thư)

Formal

- Nếu không biết rõ tên:

Dear Sir/ Madam,

Dear Sir or Madam,

- Nếu biết tên **last name** or full name:

Dear Mr/ Ms Jones,

Dear Dr Smith, (Dr = Doctor: tiến sĩ)

Lưu ý: trường hợp thư trang trọng không dùng First name. Ít khi dùng Miss hay Mrs mà dùng chung Ms.)

(note: First names are NOT used. Using Miss or Mrs to address a woman is not appropriate, as you don't know whether she's married or not)

Informal (Hi + first name)

Hi Dennis,

Hello Claire,

Dear Mum,

PART 2: REASON FOR WRITING / REPLYING (lí do viết thư)

(hồi đáp/ thông báo/ hỏi thông tin/ yêu cầu/ phàn nàn, ứng tuyển...)

Formal (tùy mục đích viết thư có thể dùng 1 trong các câu sau để mở đầu)

I am writing to make a reservation/ to apply for the position of.../ to confirm my booking/ to ask for further information about / to express my concern (dissatisfaction) about ...

I am writing **with regard to** the sale of .../ to the complaint you made on 29th February...

Thank you for your e-mail of 29th February **regarding** the sale of... / **concerning** the conference in Brussels.

With reference to our telephone conversation on Friday, I would like to let you know that...

Ví dụ FORMAL EMAIL hồi đáp: With reference to our telephone conversation on Friday, I would like to let you know...

Informal (viết mở đầu thư cho người thân quen, đồng nghiệp)

Just a quick note to invite you to.../ to tell you that...

This is to invite you to join us for...

Thanks for your e-mail, it was wonderful/great to hear from you.

I wanted to let you know that / tell you about / ask you if...

PART 3: USEFUL PHRASES for BODY PART (những cấu trúc hữu dụng cho phần thân chính của email) – tùy mục đích cụ thể

1. MAKING A REQUEST / ASKING FOR INFORMATION (dùng khi yêu cầu ai đó cung cấp thông tin hoặc làm gì đó)

- Formal

Could you please let me know if you can attend ... / if you are available for a meeting on 12th December?

I would appreciate it if you could please send me a brochure/ if you could please reply within two days.

Could you possibly arrange a meeting with the Logistics Manager?

I would also like to know if there are any swimming pools in your area.

Please let me know how much the tickets cost.

- Informal

I was wondering if you could come and see me sometime next week.

Would you mind coming early to help me clear up the place?

Do you think you could call Jerry for me?

Can you call me/ get back to me asap? (as soon as possible) (get back to = contact me / reply)

2. OFFERING HELP / GIVING INFORMATION (đề nghị giúp đỡ/ thông báo)

- Formal

We are **happy** to **let you know** that your article has been selected for publication.

I am glad to **inform you** that we will be holding our annual conference in Brussels on 20 September 2014.

We **regret** to inform you that the show has been cancelled due to bad weather conditions.

We **are willing to** arrange another meeting with the CEO.

We would be glad to send you another statement if necessary.

Please do let me know if I can be of further assistance.

Should you need any further information/assistance, please do not hesitate to contact us. (should you = If you...)

Informal

I'm sorry, but I can't make it tomorrow. (= I can't come tomorrow.)

I'm happy to tell you that John and I are getting married next month.

Would you like me to come early and help you clear up the place?

How about I come and help you out?

Do you need a hand with moving the furniture?

3. COMPLAINING (Phàn nàn)

Formal

I am writing to express my dissatisfaction with... / to complain about...

I regret to say that I was not completely satisfied with the room you provided us.

We regret to inform you that your payment is considerably overdue.

I would like to receive a full refund and compensation for the damages.

I am interested to hear how your company can compensate us for the distress we suffered.

Ví dụ FORMAL COMPLAINING: We regret to inform you that your payment is considerably overdue.

Informal

I'm sorry to say that you're late with the payments.

I hope you won't mind me saying that the place you'd recommended to us wasn't as nice as we'd expected.

4. APOLOGIZING (thư xin lỗi)**Formal**

We would like to apologize for any inconvenience caused.

Please accept our apologies for the delay.

Please let us know what we can do to compensate you for the damages caused.

We will make sure that this will not happen again in the future.

I am afraid I will not be able to attend the conference.

Informal

I'm sorry for the trouble I caused.

I apologize for the delay.

I promise it won't happen again

I'm sorry, but I can't make it to the meeting.

5. ATTACHING FILES (nếu gửi kèm file) – enclosed # attached**Formal**

I am attaching my CV for your consideration.

I am sending you the brochure as an attachment.

Please see the statement attached.

Please find attached the file you requested.

I am afraid I cannot open the file you have sent me.

Could you send it again in ... format?

Informal

I'm attaching/sending you the holiday photos.

Sorry, but I can't open it. Can you send it again in ... format?

PART 4: ENDING (cuối thư: lời chào và chữ kí)**Formal**

I look forward to hearing from you.

I look forward to hearing when you are planning to visit our town.

I look forward to hearing from you soon.

Informal

Hope to hear from you soon.

I'm looking forward to seeing you.

Câu chào (trước tên bạn cuối email)

Formal

Yours faithfully, (nếu bắt đầu thư bằng Dear Sir/ Madam,)

Yours sincerely, (nếu bắt đầu thư Dear + name: Dear Ms Collins)

Sincerely Yours, (Anh Mỹ)

Sincerely, (Anh Mỹ)

Yours Truly, (Anh Mỹ)

CLOSING EMAILS INFORMAL WAY: Love, Thanks, Take care, Yours,

Informal

Love,

Thanks,

Take care,

Yours,

Best regards, (semi-formal, also BR)

Example of email ending: formal

I am looking forward to hearing from you.

Sincerely yours,

Name

***email trang trọng không nên dùng viết tắt: don't, isn't...

One more thing to keep in mind is that in formal correspondence contractions are rarely used, so remember to **write 'I do not' instead of 'I don't'** or 'they cannot' instead of 'they can't' and so on.