



# O SCRIPT

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# 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,*