

Guaranteed Business E-Mails

Business Emails

Personal Collection of Winning Business Emails,
Perfect Phrases and Choice Words for Getting
Result at Work

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Why People Prefer Emails and Not Hand-written Letters Anymore

The digital era crept so subtly into the human culture. From the outset of the digital era, communications via electronic mail (e-mail) has proven to be extremely useful for interaction among organizations.

The first email ever sent was from a programmer - Ray Tomlinson. He sent an email to himself in 1971.

'The email contained a 10-letter "jibberish" - "QWERTYUIOP."'

The journey to the future of communication began with that simple line of jibberish sent between two computers sitting next to each other on a shared network.

That's very true! But we've certainly come a long way since then.

E-mail communication has replaced the use of business letters which used to be handwritten and printed from a computer or typed with a typewriter. These older means of communicating in the business world had several disadvantages which remained fairly unnoticed until the era of the Internet.

The advantages of communication via e-mail are so enormous –

- Documentation
- Paperless office
- Speedy communication
- Ease
- Multi-party communication
- And many more

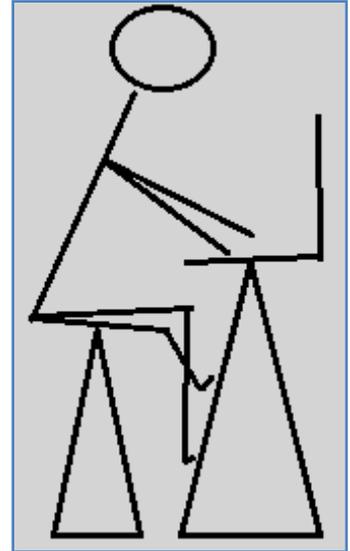
Also, the huge amount of growth in the number of new businesses and the amount of transactions in older organizations as well as the development of specialized services like customer service and sales have made business emails an indispensable aspect of daily business transactions in the 21st century. You can escape setting up a website or social network profile but not an email account.

How to Write Professional Emails and Get Your Work Done Fast

Starting from the headline and introduction, all through the body, conclusion, closing and signature, professional emails must be properly crafted to generate effective and positive response from your recipients.

In this section, we shall quickly discuss eight important tips for making your professional emails very effective.

If you get this right, your emails will begin to get faster and more favorable responses. Eventually, your interaction with clients via email will become hitch-free, because there will be clearer communication, which fosters business interaction.



1. Write Actionable Subjects

Your email subject is your first step to capturing the attention of your clients, associates and partners in business to business emails. This is especially important in emailing people you have not previously interacted with. It is also your first impression on the reader, determining their disposition towards the content of your email.

You must always believe that your recipient is very busy and likely has over a hundred emails to attend to along with your email.

Avoid using subjects like,

! ! !

- Very Urgent
- Read Immediately
- Fwd:
- Balance:
- Documents
- Quick Question

These are bland and are not really helpful to your recipients who may have a lot of emails to read every day.

Instead use actionable subjects like,

- Afrodash Server is Down... Activate Backup
- New Stock Arriving Tomorrow... Call Fumigation Unit
- Confirm or Cancel Pending Order
- Container MSCHLA56GH1 Has Arrived... Must Clear in 7 Days
- Download Kansas Business Directory [Attached]

With this kind of email subjects, your recipient already knows what he or she needs to do and can now read the email for details.

In fact, it is sometimes advisable that you write your email subjects after writing the content of the email. That way, you will be able to highlight the summary of your message in the subject and ensure it is actionable.

Note that blank or bland email subjects will get easily lost among the tens of hundreds of emails received everyday by many businesspersons.

Later in this section, you will see that email subjects also form part of your checklist before sending out emails.

2. Trim the Fat, but Keep the Meat of Your Email Body Intact

As we said earlier, you must assume your recipients are very busy and have over a hundred emails to attend to. So, write succinct and clear messages.

I usually advise that you begin your emails with a brief compliment like,

- Good job.
- Thanks for the links.
- Great speech.
- May I ask a favor?

Then, politely and directly communicate your message. Avoid stuffing more than one request in one paragraph. Instead, separate your requests into short paragraphs delineated by blank lines. Also avoid using fancy fonts.

If you have too many messages to communicate; instead of stuffing all your points into one email, write individual emails for them. That way, the recipient will be able to reply, forward or archive each message as required.

Here's an example of a succinct professional email body:

50, 000 Isa Brown birds are arriving tomorrow from our Bellaway factory. The birds were hatched today and will be vaccinated against Mareks tomorrow. Call the fumigation unit to clear the residual formalin in the brooding house.

Also ask the fumigation team to come over to our Bellaway factory afterwards to clear off the remains of the hatched chicks. The sanitation unit will be present to help them dispose their wastes.

Also ensure you always revise and proofread the body of your emails before sending to your clients. When doing this, take note of your grammatical correlation as well as message clarity.

3. Don't Send Your Dog's Food to Your Cat's House

Ensure you copy your email recipients judiciously, and be careful not to click 'reply all' unnecessarily. Many people find it very irritating to receive unwarranted emails.

It is important that everybody that receives your email immediately and easily knows why he or she has been copied. You should also bear in mind that people who send emails to you may have sent copies to some irrelevant emails mistakenly. You shouldn't repeat the same mistake. Always make sure you double-check before clicking 'reply all'.

Note that using BCC prevents your recipient from knowing the other people in the thread. So, avoid using BCC unless you are absolutely sure you don't want your recipients to know the other email recipients in the list.

4. Highlight the Most Important Messages in the Attachments to the Email

If you are sending an attachment in your email, it is advisable to highlight the summary of the attachment in your email. This primes up the reader and encourages him to read the attachment. Even if he doesn't eventually open the attachment, he would have known the main thrust of the attachment.

Here's an email example highlighting the contents in the attachment:

Siva, I would love to discuss Business Modeling and Business Strategy techniques with your top executives as I promised Dr. Fansidar. The Business Model Canvas and Strategy Canvas I explained in our last business retreat are more relevant as we break into the Africa market; and it would be good to get everyone on the same page.

I have attached the PowerPoint presentation that I will be using during the training for your perusal. Please find below the contents of the presentation and let me know the date that is convenient for the training.

Contents

- Introduction
- Business Modeling
- Business Model Canvas
- Broadlink Approach
- Strategy Canvas
- Broadlink Strategy
- The Big Picture

If you have any difficulty downloading the attached Power Point document, please do not hesitate to let me know.

Thank you.

5. Reply Your Professional Emails Promptly

In business, time is critical. If you just wait till you are able to reply instead of first acknowledging emails, you stand the risk of portraying yourself as an unserious businessperson. Besides, always bear in mind that your clients will be glad to know what is happening on the other side of the web – whether you have seen their email or not.

So, ensure you acknowledge every business email you receive as soon as you can. If you can't reply immediately, let your recipient know when you will be able to reply.

You will find tips and samples for acknowledging emails in a later section.

6. Be Narrative but Succinct in Explaining Events

If you have to explain a dispute or an important event in your email, make it a story with distinct start, middle and end; and ensure you narrate how the events unfolded coherently. Your intention should be to help the recipient understand the different stages of the event and not tell a "super story".

7. Requesting for Something? Ask a Direct Question Instead.

You make it easy for your recipient to answer when you ask a direct question than when you make a statement that requires an answer. Also, using a question makes the request important to you. As such, your recipient will likely answer directly. That means, sometimes, you should replace 'let me know if...' with the corresponding direct question.

Instead of – Let me know if I should send the PowerPoint [a statement],

Go for – Should I send my Power Point slides on business modeling and strategy?

Also instead of – Let me know if we can meet for lunch tomorrow to discuss the training,

Go for – Can we discuss the training during lunch tomorrow?

8. Review Your Emails before Sending Them Out

Like I said earlier, business emails should be taken very seriously and always reviewed before sending to your recipient. This is important for many reasons:

- If you mistakenly omit some words like NOT, you may cause a business disaster in some situations.
- Having grammatical errors in your email portrays you as a clumsy or carefree person.

So, always carefully review your emails, taking your time to proofread for grammatical errors and revise for message coherence and clarity before sending them out.

Ensure you maintain the standard capitalization and punctuation rules in your emails. Writing your email subject or body all in capital letters implies you are shouting at the reader, whereas writing them all in small letters may imply that you are carefree or that you have low respect for the recipient.

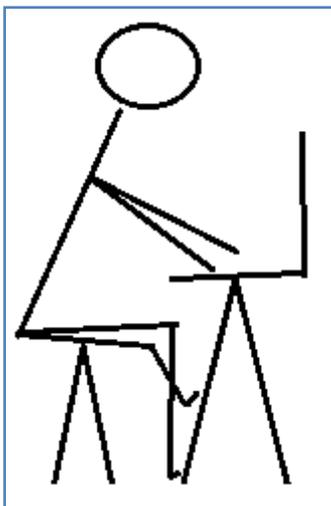
Also, grammatical errors are more common when you are sending a message from your phone or tablet, so always double check your grammar when sending emails from handheld devices.

How to Contact your Clients Effectively Through Emails

Business is tough. Competition is on the increase. A little mistake can make you lose thousands of dollars.

In business, you have an overriding goal – to make profit; and as a business man, you cannot avoid writing and responding to emails. The way business- to-business letters or business emails are written is very unique.

As a result, the heading, introduction, body, conclusion and signature of your business email have to be geared towards this objective.



My objective here is to lay down the facts using templates. You can adapt the following business email templates for your own use. All of these templates are real emails from some of the top organizations you probably know.

Templates for First Contact with Customers

Sample 1 – Responding to a New Customer Request

Thank you very much for contacting us. One of our staff will reach you within the next twelve hours. Should your request be urgent, please feel free to reach us directly on 009 xxxxxxxxx, Mon.-Fri., 8am-5pm.

Pilot Channel Team

I received this email shortly after contacting an advertising agency.

Please note: If you have a specific email address for receiving new requests, you can use this as your auto-responder.

In addition, you can use this type of short, warm, helpful response to maintain the business scent during the period you are gathering all the required information for the prospect.

Sample 2 - Auto-response for New Registrants

Congratulations! Your registration of the domain(s) below was successful:

PILOTCHANNEL.COM

The next step: Log in to the Mall Plaza Account Manager, where you can set up your free products (such as email, hosting with a website builder, and a blog), activate services you bought, and manage or modify your domain information (name servers, auto-renewal options, contact information, etc.).

To safely log in:

Go to the MallPlaza.com home page, and log in at the top of the screen with your username or customer number and password. Click on the "My Account" tab, and then click on the domain you'd like to manage to launch the product dashboard.

From the dashboard, you can complete or change your contact information for the account, forward your domain to another URL, change nameservers, set auto-renewal options and much more.

We're MUCH more than just domains!

Check out some of these great products and services that help you get the most out of your domain!

Web Hosting & Servers

Enjoy FREE setup from MallPlaza.com and enjoy a fast, secure, affordable plan that's just right for you – with a company you know and trust. MallPlaza.com offers a world-class data center, best-of-breed equipment, 24/7 live security, monitoring and live support. Starting at just \$4.99 per month! [Learn more.](#)

Build Your Website

With our templates, you can build a professional site in minutes! Or run your own online store!

Website Promotion

Submit your website to key search engines and directories like Google® and MSN®.

MallPlaza Team

I received this comprehensive email shortly after buying a domain name from Mall Plaza.

As a small or medium-sized business, you can reply your clients with detailed information like this if the required information is handy.

Sample 3 - Contacting Customers after First Interaction

Hello Ayo,

I'm your Bell Account Manager and am available to answer any questions you might have about our services. If you'd like to chat, please feel free to call me directly at xxx-xxx-xxxx or suggest a time that you are available for a quick conversation.

-Thank you for joining the 100,000 businesses that share their content with Bell. Here's a short [Bell Overview article](#) that you might find helpful:

[Getting Started with Bell](#)

Sincerely,

Catherine Shu
xxx-xxx-xxxx
catherine@megaplaza.com

I received this follow-up mail from an application developer after completing my registration. Since I did not have any question, I did not reply or call Catherine (in the above follow up business email). So, she sent another follow-up email.

Sample 4 - Contacting Customers after First Interaction

Dear Ayo,

Congratulations on integrating the MegaPlaza Apps suite with your new Bell account. I'd like to share with you a few best practices to help you get started:

1. Send your users an email reminding them of where they can access their Bell account from MegaPlaza Apps. All they need to do is: Click on "more" in the MegaPlaza Apps nav bar, then click "megaplaza.com".

2. Set up a folder structure that the whole company can use. We often see companies creating folders for each department (e.g. Marketing, Engineering, Finance, etc.).

3. Invite your users as collaborators in the new folders, so they can start to share files.

If you have any questions on how to make the most of your Bell, please feel free to call me directly at xxx-xxx-xxxx or just reply to this email.

Best,

Catherine Shu
xxx-xxx-xxxx
catherine@megaplaza.com

As busy as I was at that time, this email actually caught my attention. On seeing the email, I logged into my bell account, did a few things and left. Here's the next mail I received.

Sample 5 - Contacting Customers after First Interaction

Hi Ayo,

I'm checking back in to make sure you're getting the most out of your Bell. If you'd like to continue using our service after the trial period, I'm able to offer you 2 months free for signing up with an annual payment structure.

I'm available today to talk if you are interested in learning more about this offer.

Thanks,

Catherine Shu
xxx-xxx-xxxx
catherine@megaplaza.com

Do you notice the trend of the follow-up emails? Whether the emails were preset or directly written to me, one thing is clear – they were persuasive enough to make me continue to use their application.

So, always bear in mind that the overall goal of your emails is to convert a prospect or retain a regular customer.

Now, back to Pilot Channel, the advertising agency that promised to get in touch with me:

First, they contacted me by phone, asked more questions to help them prepare the 'advertising quotation' correctly and promised to send me all the information by mail. Then, I received this follow-up email the following day.

Sample 6 - Contacting Customers after First Interaction

Hello Ayo,

Thank you for contacting Pilot Channel.

Sequel to our previous conversation, please find attached a proposal and a cost document covering all the advertising platforms stated in the proposal.

Please note, that this is a tentative costing for a 4 weeks campaign.

For further information, please feel free to contact me.

I look forward to hearing from you soon.

Regards

Andrew Mason
Mobile:009xxxxxxxxx
Email:andrew@pilotchannel.com,
Web: <http://www.pilotchannel.com>
Address: 5th Floor, Strong Towers Plaza, London.

I need to tell you this, I found their business attitude very professional and serious, especially because they contacted me by phone whereas the other agencies replied my mail after Pilot Channel had contacted about three times. Even if the other advertising agencies had cheaper quotations, Pilot Channel had already assured me of a professional service by their attitude.

Sample 7- Appreciating a Prospective Customer

Dear Judy,

I just wanted to thank you for taking time out to visit Lisa Garments today. We really love seeing new faces at our outlet, and we also hope you had a great time as we did talking to you. It was your first time at our store and I wanted to personally welcome you into the family.

We are not only excited about the prospect of having you as our customer; we are also thrilled with your project. You mentioned that you were shopping for clothes to be donated to orphan children through the Helping Hands project coordinated by your NGO.

It is indeed amazing what you are doing with these kids and to support you, we have decided to offer you a 10% discount on your first purchase. Please feel free to redeem this discount at any time you choose.

Don't hesitate to let us know how we can serve you better.

We look forward to seeing you soon, Thank you.

Warm regards,

Thomas Brown
Manager, Lisa Garments Ltd.

Sample 8- Thanking Customers on Special Occasions

Dear John,

It's Christmas again and we at J'odie Consults are grateful for a lot of things!

We sincerely appreciate customers like you who have continued to patronize us over the years. Working with you has been an amazing experience for us. We appreciate your consistency, commitment, impeccable standards and most importantly, we appreciate your confidence in us.

Thank you for giving us the opportunity to continue to serve you.

We wish you a beautiful Christmas and a very prosperous new year.

Warm wishes,

Daniel Isaac
CEO, J'odie Consults.

Now, let's move on to what you need to do in order to avoid making blunders in your professional emails.

How to Avoid Blunders When Writing or Responding to Professional Emails

I have written the following rules to serve as guiding principles for effective and professional email communication.

A. Pay Due Attention to Your Grammar and Spellings

Trust me; nothing makes an email uglier than bad grammar and wrong spellings.

It may take you more time to look up words on your PC dictionary, but that time is worth it for professional emails. You should also turn on your word checker.

No matter how good your email is, it lacks professionalism if it contains grammatical flaws or spelling errors.

B. Write on One Topic at a Time

Emails become boring when they are too long. A recipient is more likely to respond to your email if it is about just one issue and is straight to the point.

There is no harm in writing a follow-up email 3 or 4 days later, but let each email focus on one issue at a time, usually the most important issue.

C. Be SMART in Your Emails

Just like goals should be **S**pecific, **M**easurable, **A**ttainable, **R**ealistic and **T**ime-bound. Professional emails should clearly state the purpose, required action and the timeline for the action.

D. NEVER EVER WRITE YOUR EMAILS IN CAPITAL LETTERS

What did you just notice?

I shouted at you, right?

That is not courteous enough for your clients. When you write your emails in capital letters, you shout at the reader.

E. Avoid Using Common Abbreviations like IMHO, BTW etc

These abbreviations are better used for casual conversations with close friends. In professional communications, steer clear of them.

F. For Effective Contact, Add Voice to Your Text

Emails become much more effective when you contact your client on phone. After the call, they can check their emails for attached documents and to remind them of your discussion.

Depending on the particular circumstance, call your client or prospect and let him or her know that you are about to send an email, but you are calling to get more information. If you delay sending the email, you can call afterwards to let the client know that you have sent the email and are waiting for a response.

G. Avoid Reprimanding a Client in an Email

Believe me; the outcome of rebuking people in emails is never favorable.

H. Do Not Attach Large Files Unless it is Absolutely Necessary

Emails carrying large files are usually received in the spam box and may not be seen by clients. It is better to contact your client, and let the client know that you are about to send an email containing a large file.

I. Avoid Sending SPAMS

Simply, do not send emails to people who may not be interested in you or you do not know.

J. Ensure You Have the Correct Email Address for Your Client

Sending an email to an incorrect email address can be very embarrassing for a serious businessperson. You know the feeling when your client calls that he has been waiting for your email for a week and you both start debating how the email got lost.

K. Read over Your Email before You Click 'Send'

This is a basic rule of writing professionally. Always read through your emails before assuming to have finished writing – you may have omitted an important detail.

L. Follow the Old AIDA (Attraction, Interest, Desire and Action) Writing Formula

It still works.

First ATTRACT the reader with an interesting introductory sentence; empathize with the problem to generate INTEREST in your email; make an offer to make your prospect DESIRE your product or service; and give a call to ACTION to get your prospect to make the decision you want.

Checklist for Sending Professional Emails

1. Revise your email to see if it makes sense
2. Proofread your email for grammatical errors
3. Check your email subject to be sure it is actionable
4. Check your recipients (to avoid sending unwarranted emails)
5. Check your email signature. (This may not be necessary if you use a preset email signature that has been carefully formulated to suit your business)

How to Craft Good Responses to Professional Emails

Writing effective replies to professional emails is one of the most important skills you need to acquire as a good business owner, sales person or marketing personnel.

How do you hope to satisfy your clients as a business owner without having to write succinct and clear replies to their emails? Or how would a salesperson or marketing personnel elaborate properly on the value of his product or service if he cannot effectively reply to the email inquiries of potential clients?

Email responses are very important in professional communications. If written poorly, you can lose a major prospect. If written excellently, you will easily turn prospects to clients.

Personally, I have noticed that the quality of my responses usually determine whether a client will hire my services or not and how much the client is willing to spend.

Basically, your answers to professional emails should be well thought-out and carefully crafted. In answering business emails, pay careful attention to the tone in your emails. This is normally reflected in the words you use to express yourself.

I recommend that you do not send your replies to professional emails instantly. After receiving a professional email, allow time for your mind to completely digest the email and come up with good responses. In the meantime, you can simply acknowledge the email. Then ensure you send your response within a reasonable time frame.

Here is a trick I use in communicating with our partners, suppliers and customers.

Instead of saying – Please send all the shipping documents for the next batch of drugs.

I would use a more amiable expression – Kindly send the shipping documents for the next batch of drugs.

In addition, always make sure your emails are straight forward and clear. From the beginning of the email, state the most important information. Written information tends to generate more meaning than spoken words. So, avoid using unnecessary big words. Instead, focus on the information you want to pass in your replies and ensure the information is complete.

Let's see different ways to answer emails professionally

There are different ways to respond to emails professionally, depending on your intention in the email. Email for acknowledging the receipt of an email is usually straight forward and direct, but most other replies require carefully crafted responses.

Basically, email replies usually follow the normal pattern of writing professional emails. Here however, you need to pay attention to ensure you answer all the questions in the email.

Each question should be answered on a separate paragraph. This will help you cover all questions and also help your recipient easily grasp your answers.

Very importantly, learn to always acknowledge the emails you receive if you cannot reply within 24 hours of receiving them. You can store templates for acknowledging emails professionally in your “canned responses” if you are using Gmail.

Let’s go over some rules for responding to professional emails

1. Be clear and direct in your email replies, and avoid being ambiguous.

That means, you should know what you want to say; and say it with the fewest number of words.

Here’s a clear, direct and unambiguous acknowledgement email sample:

Approving an Application

Dear Mr. Siva,

Welcome! Your application to Woculus has been approved. We are proud to have you as one of our editors.

Siva, like I said before, our vision at Woculus is to be the one-stop site where business owners, marketers and sales personnel can learn how to use technology profitably for their businesses. Our posts are well-research, practical and rich. As an upcoming blog, we constantly strive to provide the highest quality posts to our readers. If there is a better post about any of our areas of interest on the Internet, we are not doing our job well.

Find your login details below:



- Username: Don Siva
- Password: siVA2013

The entire Woculus team looks forward to a very professional working relationship with you; and we are ready to support you in any way possible to serve our audience better.

Yours very truly,

2. Make your replies one-to-one.

That means, you should take the responsibility for your email replies and speak directly to the reader.

For example, instead of writing – It would be appreciated if you are able to send the proposal before weekend

You should write – I would really appreciate it if you are able to send the proposal to me before weekend.

From every email you receive, you should be able to deduce some useful tips in deciding the best way to frame your reply. For example, you should know:

- What will make the reader of your email respond favourably
- What is of interest to him or her
- What is his or her perspective on the issue at hand

Here are two sample email replies, written one-to-one:

Sample 1 - Declining an Application without Offending

Mr. Vijay,

Thank you for your recent application to become a writer on Woculus. We are very much complimented that you would like to write for Woculus.

Your application details will be retained in our files. Currently, we do not have any vacant position; and our writers are on the top of their jobs. We shall, however, contact you as soon as we have an opening.

I would appreciate being notified if you wish to cancel your application for any reason.

Best regards,

Sample 2 - Approving Application for a Different Position

Dear Mr. Frank,

Thank you for applying for the opening in our company and sending your design samples. I have reviewed your style and thought about the issues you raised during our last discussion, especially your reluctance to create new design samples for our evaluation. Since then, I have received new design samples from more than ten candidates, lending credence to their works.

Eventually, I have concluded that your samples are not enough to help me reach a conclusion about you. We now have a new Chief Designer for our company. However, I would be happy to work with you on contract basis if you agree to this.

Thanks again, Frank, for your interest in our company.

Cordially,

3. Keep it Short, Simple and Sweet (KISS).

Be careful of the length of your email replies; they determine if they will be read or not. This is an old principle of writing that still holds true in writing email replies.

Sample 1 - Declining an Invitation

Dear Miss Sheryl,

Pardon the delay in responding to your last email. I have been in the process of setting up my own social network; so I had to resign from Facebook Inc.

I very much appreciate your invitation to help evaluate the Facebook App you are developing this time, but this may not be in the best interest of Facebook's management. You may contact some other editors on Facebook forum.

Thank you for understanding.

Best regards,

Sample 2 - Declining an Appointment

Dear Mr. Mohammed,

I was flattered by your request to make me a minister in your church branch in Bahamas. Regrettably, I won't be able to accept this position.

I wish you well in Bahamas

Yours truly,

The above email samples show that you can effectively respond, whether positively or negatively, to emails that come your way.

As a recap, you should always ensure your email replies are:

1. Clear, direct and unambiguous
2. One-to-one (between you and the reader)
3. Short, Simple and Sweet

Below are other examples of good responses to professional emails

Sample 1 - Acknowledgement of Inquiry

Dear Mr. Williams,

Thank you for inquiring about our new email marketing enterprise application. A team member will contact you tomorrow with a detailed explanation of the product that fits your business need.

Thanks again for your inquiry.

Sincerely,

James Burton

Sample 2 - Acknowledgement of Order

Dear Mr. Gate,

Thank you for your order of 25 DVDs. We will send them within the next 3 days.

Before we send them however, we need to know the type of package you prefer. Kindly visit your order page and select your preference. If you have any question, call us on +234-803-529-0896. You will be promptly attended to by the customer service team.

Thanks again for your order. We look forward to your final instructions.

Sincerely,

James Noah

Sample 3 - Response to email inquiries for Information

Dear Ms. Abike,

Thank you for inquiring about the email software advertised on my blog. Each of the listed software functions uniquely on different platforms. Before I recommend a particular one, I would like to know a bit more about you and your needs:

1. What kind of business do you handle? Are you self-employed, a manager or a business owner?
2. Will you be using the software on a mobile device or computer? Is your computer a Mac or PC?
3. What kind of emails do you send most often? Are they replies to customer questions, business-to-business information or just emails for team members?

Kindly reply these questions in your reply to this email to help us accurately determine the best product for your company.

Once again, thank you for your interest in purchasing some of the email software advertised on my site. I hope you find them suitable for your business needs.

Cordially,

Ayo

Sample 4 - Response to Request for Materials

Dear Mr. Kinkar,

Find attached the email marketing course you requested. As I said on my website, I'll keep sending updated versions of the course from time to time. Ensure you carefully study the first chapter of the course. It will provide a solid base on which every other information in the course anchors.

I hope your email campaigns are already bringing good results. Let me know if I can be of assistance in any way possible.

Yours truly,

James Blunt

Sample 5 - Response to request for information about your product or service

Dear Mrs. Thatcher,

Thank you for your inquiry about Apple Stores. Find attached herewith some literature on our products including the products in alpha development stage. I have also included a sample username and password for you to try out the products that catch your fancy.

Please, do not hesitate to call me if you have further questions. I will be glad to have you as a customer.

Sincerely,

Sample 6 - Response to Request for Samples

Dear Mr. Ahsan,

I have attached five samples of my original designs to this email. The sixth attachment is a list of designs where I collaborated with other designers including the location (URL) of the designs on the Internet.

Thank you for allowing me to send samples to you. I will be pleased to participate in the forthcoming competition and also introduce my services to your team.

Kindly notify me should you need any other information.

Regards,

Sample 7 - Response to Invitation to Lunch

Dear Sir,

I'm indeed honored by your lunch invitation. I believe it would be a great time to exchange ideas and further discuss our proposed business relationship.

I have checked my schedule and the time is just perfect. Le Château Hotel is a very great place with excellent food and wine and I would be meeting you at the restaurant by 2 PM on Thursday, 29th August, 2015.

I look forward to seeing you.

Kind Regards,

Sample 8 - Response to Invitation to a Launching Party

Dear Sir,

I received with pleasure, your invitation to the Red Ball Foundation launching party. I feel honored to have been chosen to be a part of this spectacular event.

I am indeed impressed by your efforts to set up a foundation to increase awareness and support women suffering from cervical cancer; a disease that has snatched away so many of our precious mothers and sisters. I believe that the Red Ball Foundation would be very helpful in fighting this monstrous disease.

Thankfully, my calendar is clear for that date so I have saved the date and would be attending the event.

I wish you a successful launching event.

Sincerely,

Simply said - Always maintain a cordial tone in your emails if you want favourable responses. Like I said earlier, allow some time to pass before replying professional email; that's the best way to come up with good responses.

Business Email Examples: Thank you Emails, Accepting Invitations, Confirming Appointments

We live in an age of unprecedented speed. The ever-expanding Web has brought both simplicity and complexity to our lives. Even though all of these wonders of our time were invented to make life and communication easier and faster; speed and efficiency have not come without a price. We have to pay the price of learning and understanding how to use

these new and better things optimally. To write good business emails, we have to pay the price to become good communicators via email.

This section will help you improve your email writing skills using business email examples.

Like you probably know, *wise people invent tricks to make them do the productive things that average people avoid.*

The trick for writing excellent business emails is a sound understanding of what you intend to communicate; while the trick for writing impressive acceptance emails is enthusiastic interest – letting your enthusiasm shine through your writing.

Also in this section, we shall discuss (using examples) how to write good acceptance letters. However, let's first discuss a good format you can follow to keep your acceptance email organized:

Basic Format for Writing Emails Accepting a Request

1. Express your pleasure in accepting the offer.
2. Repeat the details of what you expect: This includes meeting date and time, amount of the bid or your contribution, precise nature of your assistance, the duties and when you agree to assume duties.
3. Inquire about particular needs like receipts, directions to the place, equipments for speech, list of other organizers
4. Close with an expression of pleasure to come, see the person, work for the company or any other future action

Things to Avoid in Writing Acceptance Emails in Business

Often times, it is better to just say yes or no to an invitation. If you are not sure, it may be better to simply decline an invitation. It is unprofessional to say things like:

- I'm busy, but I suppose I can manage to come.
- I don't think I'm a good speaker

Let's see some examples of business emails:

Sample 1 - 'Thank You' Email

Dear Mr. Clement,

Thank you for purchasing the starter pack of Agel. We will send your monthly account statements to provide you with the full transactions on your account with us.

We value your business and will do our best to respond fast to your business needs. Please call me directly at 777-5649 if you need further information or assistance.

Sincerely,

Sample 2 - Accepting an Invitation

Dear Obama,

Osama and I accept with pleasure your kind invitation to your inaugural speech at the White House on Monday, January 25, at 10:00 am.

Sincerely,

Sample 3 - Accepting an Invitation

Dear Ms. Rice,

Thank you for inviting me to speak at your church dedication on December 8 at 9:00 am. I am happy to accept and will raise offering for the growth of the church as you suggested.

Kindly let me know how much time will be allotted to me.

With best wishes,

Sample 4 - Accepting an Invitation

Dear Mr. Bush,

I am happy to accept your offer of the position of personal assistant pastor of George W Bush Ministries. I enjoyed the topics we discussed, and I look forward to being useful for the growth of Philadelphia.

The conditions of work, salary package and responsibilities are okay for me. I believe God has a purpose for the reorganization of the church at this time; and I expect to see the results in the next few months.

Best regards,

Sample 5 - Confirming a Speaking Engagement

Dear Dr. Ronald,

I look forward to meeting you on Thursday, May 23, to further discuss the business incubation programme that was designed by the World Bank. Thursday evening is a good time for me.

Two of my associates, Jay Abraham and Robert Kiyosaki, are planning to meet with you as well. We are very excited to be a part of this project, especially being in the same team with you.

Cordially,

Bear in mind that it is good to send acceptances as soon as you can. If you fall short of time, apologise succinctly and continue with your letter. Also, acceptances should be brief and focused on the acceptance alone. Let your direct response (yes or no) be in the first line of your letter.

Your enthusiasm in this kind of emails gives more impact to the email.

Simple Tips for Acknowledging Emails (with Samples)

You cannot escape having to acknowledge various kinds of emails in your professional job. Many times, you will need to add further information when acknowledging the emails. As such, what you write when acknowledging an email now play a very tangential role in the effectiveness of your emails.

Below are tips for acknowledging emails sent to you:

1. Try to reinforce agreements or revise the terms of agreement if you are at the point of reaching an agreement.
2. Promptly notify clients and partners that you have seen their email in order to enable them continue any other necessary task.
3. Let your client or partner know if there will be any change in agreement, for example if their order will be delayed for a couple of days.

Here are samples of emails to acknowledge your clients, customers or partners:

Note that the samples below are meant to serve as guide for crafting your own emails for different situations.

Sample 1 - Email Acknowledging a Business Order

A customer has ordered for your product, but you need some more information before shipment or you need to guide the customer on what next to do.

Dear Ms. Kentura,

Thank you for your order of two containers of nitrocellulose thinner. Your goods will be ready in seven (7) working days and will be shipped in exactly eight (8) working days from now.

Before then, we would like to know if you want us to include our souvenirs for your customers as well as sample products from other units. You may choose the sample products you will like to receive from the catalogue we sent earlier.

Our recycled nitrocellulose thinner is made to offer best results at very low cost. We are sure your customers will be very happy with this product.

Thanks again for your order. We look forward to receiving your firm instruction to include our souvenirs and other sample products.

Sincerely,

Ayo Oyedotun
Head of Operations
Maraino Porelli Limited

Sample 2 - Email Acknowledging Registration for a Course

Someone has registered for your course. You want to thank the person for registering and explain some more details about the course.

Dear Mr. Beans,

Thank you for your recent registration for our 2013 Basic Leadership Course. This email confirms our receipt of your registration fee and bio-data form.

The course will run for three (3) weeks from Monday to Friday, starting from June 3, 2013, and the venue will be Alpha Cathedral. Each session will last two (2) hours, and we shall have just three (3) sessions every day.

So, every registrant is expected to resume daily by 8:00 A.M. for the three (3) weeks of the training. Please visit our website – afrimash.com – for further information.

We look forward to seeing you at Alpha Cathedral. Do not hesitate to mail me at any time should you have any question.

Best regards,

Ayo Oyedotun
Head, Administration
Anthony Robbins Institute

Sample - 3 - Email Acknowledging Job Application

Top organizations usually acknowledge the receipt of emails of job applications. This sample acknowledgement email is for managers and human resource persons who want to acknowledge the receipt of applications from job seekers.

Dear Sharon,

Thank you very much for applying for marketing officer position at Breinswaitte Resources Limited. I will be reviewing your application along with the others that we have received in the next couple of days. If you are selected for the next phase of the recruitment process, you will be contacted for an interview session.

We appreciate your interest in our company and wish you the very best in this selection process.

Sincerely,

Ayo A. Oyedotun
Head of Human Resource
Factbook Inc.

Sample 4 - Here's a simpler acknowledgement:

Dear Sharon,

Thank you for your application for the position of a marketing officer in Breinswaitte Resources Limited (BRL).

We have received a lot of applications for this position and will be short-listing the qualified candidates by September 20. If you have not heard from us by then, please be free to mail me to inquire about the status of your application.

Thank you for your interest in BRL.

Best Wishes,

Ayo Oyedotun
Head, Human Capital Development
Breinswaitte Resources Limited

In very many situations, you will be asked to confirm the receipt of emails where you have little or no information to add. Usually, the sender simply wants to know that you have seen the email and expects a simple acknowledgement from you.

This kind of emails may end with,

- Please acknowledge receipt of this message

- Kindly acknowledge receipt of this email
- Please acknowledge receipt of this email

Sample 5 - Simple Email Acknowledgement for job applicants

Dear Kentura,

This is to confirm that I have received this email. Again, I will like to thank you for offering me an opportunity to be a part of your highly esteemed workforce.

Best regards,

Ayo Oyedotun

Sample 6 - Simple Email Acknowledgement of a Business Order

Dear Mr. Frank,

This is to confirm that I have seen your email. I look forward to receiving my consignment next week as you promised.

Regards,

Ayo Oyedotun
Assistant, Business Development
Marygold Inc.

Sample 7 - Simple Email Acknowledging a Reminder Email

Dear Mr. Eugenia,

Thank you for your many reminders. I will reply you by noon tomorrow when I get feedback from my bank.

Regards,

Ayo Oyedotun
Business Development Manager,
Marygold Inc.

Best Practice for Closing Your Email and Signing Off (Tips and Samples)

The closing of a business email is almost as important as the email itself. This is because of its strong influence on the response of the email recipient.

While your email subject and introduction create the first impression on your recipient, closing and sign-off dictate the kind of response you get. You definitely don't want your business email closing to water down the contents of your email.

In addition, the content and arrangement of the information in your sign-offs is very important and strategic. You should always aim to make yourself very easy to contact by including all your important contact information, especially in first contact emails. If you are contacting a potential client, business partner or associate for the first time, you should provide alternative contact information in your closing. These should include phone, email, website etc

Different ways to end emails in business

Different people have their preferred ways of ending professional emails. Some people like to simply close with Thank you and then sign off their name. Some end by reminding their recipients to take action on the emails or by reminding them of the main thrust of the emails.

Let's consider some of the more common business email closings:

1. Email Closing Showing Anticipation and Concerns

You may end your emails with an expression of the action expected from the recipient. This will commit the recipient to take action on the email. This method is quite acceptable in business.

- Looking forward to discussing the proposal at the dinner.
- Do not hesitate to contact me if you have any concerns.
- Looking forward to receiving the minutes of the meeting.

2. Business Email Closing Expressing Appreciation

Closing a business email by showing appreciation is a nice way to end an email. Just like in our everyday life, people like to be appreciated. Aside serving as a closing, this kind of closing also leaves the recipient feeling good.

Examples are:

- Thanks again
- Thank you for letting know you will be available.

- I truly appreciate this gesture.

3. Professional Email Closing Requesting for Action

This kind of closing is common when there is little or no relationship between the sender and the recipient. This is the type of closing you would expect from a choleric or a melancholy; but there is nothing wrong with closing like this.

- Please reply to this message to confirm that you accept our new offer.
- Please contact me for a proper review of your project proposal.
- Please contact me to discuss the timetable for next semester.

4. Situational Closing Remarks

Sometimes, you may also use a closing remark that emphasizes your position in a situation. Examples are:

- I apologize for the inconvenience.
- Please accept my deepest sympathy.
- I look forward to seeing you again.

Signing Off with Considerations

After closing your email as discussed above, you should sign off with an appropriate consideration. Without a good understanding of appropriate sign offs, you may be tempted to skip this step after a few seconds of mulling over the right consideration to use.

The simple rule of the thumb when signing off is to ensure that your choice of consideration is based on your level of familiarity with the recipient. Even though signing off with a consideration is not compulsory, I advise that you always sign off this way because it adds more cordiality to your emails.

In most business settings, it is fine to sign-off with:

- "Yours faithfully" [very formal, good for first time contact emails]
- "Kind regards," [formal, okay for second time contact emails]
- "Warm regards," [personal and professional, okay for subsequent email interactions]
- "Yours truly," [very personal, okay for regular clients]
- "Regards," [personal, okay for second time contact emails]
- "Sincerely," [personal, okay for regular clients]
- "Yours sincerely" [personal, okay for regular clients]
- "All the best" [personal, okay for regular clients]

Principles to Follow to Close Your Emails and Sign Off Correctly

Before you make your choice of closing and/or sign-off to use, there are a couple of things you should know about ending professional emails:

- How you close your email should be in tandem with the message of the email. It will be awkward to close a nasty email to a debtor with Cheers or All the best.
- Your closing should include your name (full name for first time contact emails) even if you don't have time to include other details like job title, contact information and website. For some people, these are already part of their email signature. Avoid those huge signatures or advertising banners.

Below is a template for the Standard Consideration in a Professional Email

Yours faithfully,

(Leave a space. Normally, that space is supposed to be reserved for your signature. If you have a digital signature, you can insert it here but if you do not, just leave the space and move on to the next step)

(Insert your full name)

(Insert your designation)

(Insert contact details and email address)

That's the simple format for signing off your professional email. Following are examples:

Sample 1

Yours sincerely,

John Atamora Smith
Chairman, Penthouse Group
08155555555/ johnsmith@yahoo.com

Sample 2

Yours faithfully,

Peter Piper Faniroti
Managing Director, Faxyron Ltd.
0813464321/ p.faniroti@faxyron.com

Sample 3

Yours respectfully,

Jumoke DaSilva
Globalvex Telecoms
01-045123

Sample 4

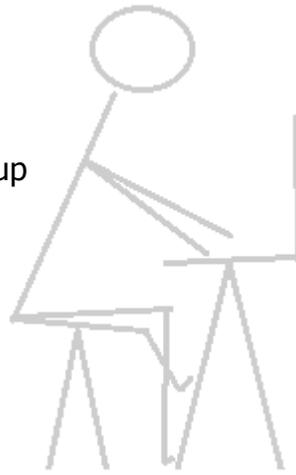
Kind regards,

Chief Ikoko Gbomi
CEO, Ikoko Group of Companies
Ikoko.gbomi@gmail.com

Sample 5

Many thanks.

Bisi Lawal
Accountant, Penthouse Group
bisi.lawal@yahoo.com



Sample 6

Thank you for your time.

Doyin Adewale
Secretary, Likas Bookshop

If you look closely, you would see that the punctuation has changed; instead of a comma, you now have a full stop. This is because unlike the previous samples, you are making full statements here.

In essence, your business email closing should be in this order:

Best wishes,

Ayo Oyedotun
Editor-in-Chief
Woculus Inc.
234-805-392-8069 ext. 12
james.weldin@woculus.com
<http://woculus.com/>

After your consideration, jump a line and write your full name followed by your contact details. Your official email address should be included if you are emailing from a personal email address.

- Your closing should remind the reader of the main thrust of your message and, at the same time, show your pleasure in communicating with the recipient.
- Business email closing should also leave the recipient feeling good about you. This is where your choice of consideration also comes into play.

To help you choose the right closing remarks for your business letters, I have decided to group the various types of closing remarks into formal and informal categories so that anytime you need to write letters, you can always choose an appropriate closing remark.

Formal Letters	Informal Letters
Yours sincerely	Cheers
Yours truly	Hugs and kisses
Yours faithfully	Forever yours
Warm regards	Regards
Kind regards	Love always
Best regards	Yours lovingly
Many thanks	Your sister/brother/father/mother/(Insert relationship with recipient)
Sincerely	With affection
With regards	Love and happiness
Many thanks	Love you
With appreciation	Have fun
Yours obediently	Keep smiling
With best wishes	Cheers
Most heartily	Goodbye
With anticipation	Adieu
Best	Cordially
Warmest regards	Take care,

Below are other considerations you can use in closing your emails. Be sure to select one that fits your message.

- Cheers
- Yours
- Kindest regards
- I remain yours truly
- Warmly
- Have a great day!
- Happy Holidays!
- Enjoy your weekend!

- Keep up the good work!

Final Tips for Writing and Responding to Professional Emails In Order to Get Result

Remember, professional emails are neither written like letters nor text messages. They are at the middle. They are not as long and overly formal as letters neither are they as short and overly informal as text messages.

Let's finally run through some tips that will help you write and respond to emails professionally and get very effective results.

1. Choose Your Email Subject Very Carefully

Time is very precious. Executives today receive hundreds of emails daily and often have little time to decide which of them is worth reading. So, ensure your subject is not ambiguous and is straight to the point.

For example,

Request for Advertising Quotation

Avoid using 'URGENT' or 'IMPORTANT' as subjects in professional emails. They are commonly used for spams.

2. Address Your Email Recipient Correctly

Your address sets the tone of the email. It determines whether it is cordial, serious or casual.

You can begin a professional email with 'Dear Ms. Williams' or 'Hello Ruth' depending on your relationship and previous communication with the person.

'Hello Ruth' is okay for someone you have already developed a form of relationship with and can call by the first name. However, 'Dear Ms. Williams' is a more appropriate address for people you are contacting for the first time.

In the end, you should always aim at making the communication more cordial after the first few interactions. After a while of continuous communication, you should address each other by first names.

3. Introduce the Email Body on a Good Note

In responding to professional emails, it is always nice to open with a compliment.

For example,

Thanks for a swift response' or 'I really appreciate the detailed explanation you gave.

Generally, replying emails warmly and professionally puts your reader in a good mood to answer your questions or requests and shows you are business-minded. Even when you receive a nasty email, you must write professionally in your response.

I advise that you do not respond to rude emails right away. Take a break to ensure that you are acting as intended and not reacting to the contents of the email.

When writing a fresh email, you can introduce yourself warmly by stating where you met the person previously or where you got the email address.

4. Always Acknowledge the Receipt of Emails

Though it is more professional to reply emails in time, sometimes you need more time to think or prepare the documents you need to send. In times like this, let your reader know you have seen the mail and would get back to them soon.

You can respond with:

Hello Ruth,

Thanks for a swift response. I shall get back to you shortly.

That is a great way to let your clients or partners know you take them very seriously.

5. Answer all Questions in the Email and Anticipate Other Questions

When responding to professional emails, first answer the questions in the email before passing on fresh information.

It is better to answer them stepwise or start with the first question to the last. Also, you should answer each question with a short paragraph.

You should also quote what part of the email you are responding to.

6. Keep it Simple and Sweet (KISS)

Professional emails are not formal letters and should not be excessively long. They are neither text messages, so they should not be meatless.

Remember, email recipients are eager to know what you have written but do not have the luxury of time to read through unnecessarily long emails. To simplify the reading of your email, use one paragraph for each point and use bullets for lists.

Basically, write the information with little or just enough explanation to help your reader understand. Avoid using abbreviations like 'U', 'HTH', 'ASAP', and avoid colloquial English also.

Read over your emails before hitting 'Send' or 'Reply'. Always bear in mind that once the message is sent, it cannot be modified. Check carefully for grammatical errors before sending a professional email.

7. Conclude the Body of Your Email Intentionally

If you expect a response, state it. For example'

I look forward to your response.

Otherwise, just conclude the email such that your reader does not need to reply you if you don't need a response.

8. Sign off Cordially

How you sign off an email is important. It often reflects your personality.

Unlike in letters where most people sign off with 'Yours faithfully', email sign offs are usually more cordial. You can sign off with expressions like:

'Best regards', 'Warm regards', 'Sincerely', 'Thanks again', 'Cheers' etc

9. Use a Professional Email Signature

Your email signature is not just for the professionalism of your email. It is a major contact tool.

You can use something like,

Smith Bam
CEO, Africa Entertainment Inc.
<http://www.visionplanett.com>
+234XXXXXXXXXXXXX

Remember to always use pre-written templates for frequently sent messages, and avoid attaching unnecessary files or using capital letters. Before writing your message, always ensure you are writing to or replying who you intend to email by checking the email address field carefully.

Summary of Everything We Have Discussed About Writing Professional Emails

1. Ensure You Have a Professional Email Address

You should have a business or company email address ([i.e. yourname@yourcompanyname.com](#)). The tech. people call this custom email address. Examples are tony@mallplaza.com, andrew.william@pilotchannel.com, oprahwinfrey@oprah.com.

If you do not have a business email, get a Yahoo! or Gmail equivalent e.g. oprahwinfrey@gmail.com.

This is the first step in writing professional emails.

2. Choose Your Email Headlines Carefully

Bear in mind that business owners (your clients) receive a lot of emails just like you.

Your email headline must stand out to grab their attention. Yet, you should avoid using ambiguous and annoying headlines like Important, Urgent, Emergency etc.

Your headlines should be succinct and meaningful; it should be individual and professional.

3. Greet Your Client or Prospect Respectfully

It is quite normal to get so passionate that you send an email without greeting the recipient, but that's bad.

Begin with,

'Hello', 'Hi', 'Dear Sir', 'Dear Ma', 'Dear Ayo', 'Dear Mrs. Margaret' etc.

Depending on the type of business you do and the previous relationship between you two, choose a courteous way to address your client if you are writing a professional email.

4. Introduce your Emails Cheerfully

Just like in most professional writing, your introduction sets the tune of your message. So, take time to make sure it is good.

'If you fail at introducing your emails, you are halfway to losing your clients'

First, it determines whether your client will read your mail to the end or not. Secondly, it dictates the mood for your client. A cheerful introduction will help your client rise from the fatigue of email spams and respond to your mail.

So, here are 3 ways you can introduce your emails professionally:

1. Introduce yourself humbly but professionally.
2. Quickly explain how you found your prospect or why the recipient is your client.
3. Stylishly lay out your agenda and move to the next paragraph.

5. Be Concise and Informative in Your Email Body

This means you should avoid unnecessary explanations. Use the fewest words with the fewest letters in the smallest paragraph to convey your message.

Remember the words of Albert Einstein

"Any intelligent fool can make things bigger and more complex ... it takes a touch of genius — and a lot of courage — to move in the opposite direction"

Again, remember the words of Antoine de Saint-Exupéry

"In anything at all, perfection is finally attained not when there is no longer anything to add, but when there is no longer anything to take away..."

In actual fact, being concise shows that you value the time of your client, and you will send other emails with the same courtesy.

6. Conclude Your Emails Enthusiastically

Confidence breeds attraction and respect. When you conclude your emails with the confidence that your client or prospect will respond favorably, you have already set success in motion.

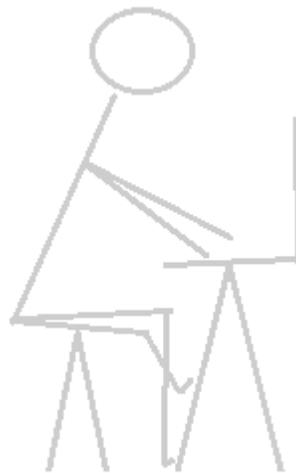
So, conclude professional emails with an expectation, and let it be a good one.

7. Sign off Warmly

'Best Wishes', 'Best', 'Warmly', 'Sincerely' etc are excellent ways to sign off a professional email.

Include your name, address or website, and phone number so that your client or prospect will be able to contact you immediately if necessary.

As a byword, take note that your email can cause a disaster and can bring good fortune.





**Remember that you can get answers to your questions at the URL
below**

woculus.com/guaranteed-business-emails-tips-and-samples-free-ebook/



Thank You

