

CONTENTS

STRUCTURING EMAILS	1	EMAILS AND LETTERS FOR HUMAN RESOURCES	23
THE DO'S AND DON'TS OF EMAIL WRITING	2	<i>* HANDY PHRASES</i>	23
EMAIL RULES	3	COVER LETTER CANDIDATE	23
OUT OF OFFICE REPLIES	4	COVER LETTER EXAMPLE	24
WRITING DATES AND TIMES	5	THANK YOU LETTER FOR THE INTERVIEW	25
DATES	5	RESUME	25
TIMES	6	LETTER ACCEPTING JOB OFFER	26
PUNCTUATION	7	LETTER DECLINING JOB OFFER	26
CAPITAL LETTERS	7	RESPONDING TO LETTER OF REJECTION	27
COMMA (,) SEMICOLON (;) COLON (:))	7	JOB DESCRIPTION	28
APOSTROPHE (') DASH (-)	8	DUTIES	28
ELLIPSIS (...) INVERTED COMMA (')	8	SKILLS AND COMPETENCIES	28
PARENTHESES OR BRACKETS () []	8	RELATIONSHIPS	28
QUESTION MARK (?) EXCLAMATION MARK (!)	8	SALARY	28
ABBREVIATIONS AND ACRONYMS	9	CLOSING	28
GENERAL ETIQUETTE FOR EMAILS AND LETTERS	10	JOB DESCRIPTION RECEPTIONIST	29
SALUTATIONS	10	JOB DESCRIPTION SALES ASSISTANT	30
FORMAT OF BUSINESS LETTERS	11	RECRUITMENT AND SELECTION	31
EXAMPLE OF A BRITISH BUSINESS LETTER	12	<i>* HANDY PHRASES</i>	31
UNDERSTANDING	13	ACKNOWLEDGE RECEIPT OF APPLICATION	31
<i>* HANDY PHRASES</i>	13	LETTER REJECTION CANDIDATE	32
EMAIL UNDERSTANDING	13	INVITATION FOR INTERVIEW	33
GIVING ORDERS AND INSTRUCTIONS	14	<i>* HANDY PHRASES</i>	33
<i>* HANDY PHRASES</i>	14	CONFIRMING POSITION	34
GENERAL BUSINESS CORRESPONDENCE	15	<i>* HANDY PHRASES</i>	34
NEW LOCATION	15	LETTER CONFIRMING POSTION	35
<i>* HANDY PHRASES</i>	15	UNSUCCESSFUL CANDIDATE	36
EMAIL NEW LOCATION	15	<i>* HANDY PHRASES</i>	36
ARRANGING A MEETING	16	LETTER UNSUCCESSFUL CANDIDATE	37
<i>*HANDY PHRASES</i>	16	RECOMMENDATION	38
EMAIL MEETING INVITATION	17	<i>* HANDY PHRASES</i>	38
EMAIL ACCEPTING MEETING INVITATION	18	LETTER OF RECOMMENDATION	38
<i>* HANDY PHRASES</i>	18	EXAMPLE LETTER OF RECOMMENDATION	39
EMAIL REFUSING MEETING INVITATION	19	PROBATION PERIOD	40
<i>* HANDY PHRASES</i>	19	<i>* HANDY PHRASES</i>	40
EMAILS ABOUT REPORTS	20	EMAIL CONFIRMING PROBATION PERIOD	40
<i>* HANDY PHRASES</i>	20	EMAIL SUCCESSFUL PROBATION PERIOD	41
EMAILS MANAGEMENT ASSISTANT	21	EMAIL UNSUCCESSFUL PROBATION PERIOD	41
<i>* HANDY PHRASES</i>	21	WARNING LETTERS	42
EMAIL HOTEL BOOKING CONFIRMATION	21	<i>* HANDY PHRASES</i>	42
<i>* HANDY PHRASES</i>	22	LETTER FIRST WARNING	43
EMAIL FLIGHT BOOKING CONFIRMATION	22	LETTER FINAL WARNING	44

VARIOUS HR LETTTERS	45
LETTER OF DISMISSAL FOR POOR PERFORMANCE	45
LETTER MATERNITY LEAVE	46
LETTER LAYOFF	47
EMAIL ILLNESS	48
* <i>HANDY PHRASES</i>	48
EMAIL CONDOLENCE	49
* <i>RESPECTFUL PHRASES</i>	49
EMAIL CONGRATULATING	50
* <i>HANDY PHRASES</i>	50
EMAIL CONGRATULATING RETIREMENT	51
* <i>HANDY PHRASES</i>	51
EMAILS FOR CUSTOMER SERVICE	52
* <i>HANDY PHRASES</i>	52
WELCOME EMAIL TO SUPPLIER	52
EMAIL REQUEST FOR INFORMATION	53
* <i>HANDY PHRASES</i>	53
EMAIL CUSTOMER PLACING AN ORDER	54
CUSTOMER PROBLEMS	55
* <i>HANDY PHRASES</i>	55
EMAIL CUSTOMER COMPLAINT WRONG DELIVERY	56
COMPANY COMPLAINT SUPPLIER	57
* <i>HANDY PHRASES</i>	57
EMAIL APOLOGIES	58
EMAIL IMPOLITE EMPLOYEE	58
DAMAGED FREIGHT CUSTOMER	59
FLOW CHART CUSTOMER SERVICE	60
CHASING AND BEING CHASED	61
BUSINESS TO BUSINESS OR COLLEAGUE	61
GETTING THINGS DONE	61
USE WHO, WHAT AND WHEN	62
USE IF ... THEN ... STATEMENTS	63
DON'T USE OPEN ENDINGS	63
REMINDERS	64
* <i>HANDY PHRASES</i>	64
TAKING THE MORE DIRECT APPROACH	65
* <i>HANDY PHRASES</i>	65
EMAILS CHASING	67
EMAILS LATE DELIVERY TO SUPPLIER	68
EMAIL REPLY SUPPLIER	69
LEVELS OF DIRECTNESS	69
EMAILS AND LETTERS FOR FINANCE	70
* <i>HANDY PHRASES</i>	70
EMAILS REMINDERS	71
INFORMAL AND FORMAL ENGLISH	73