



# 10 Rules for Writing Professional Emails

Being able to write professional emails is very important. Learn the following rules to make a good impression on your future employer.

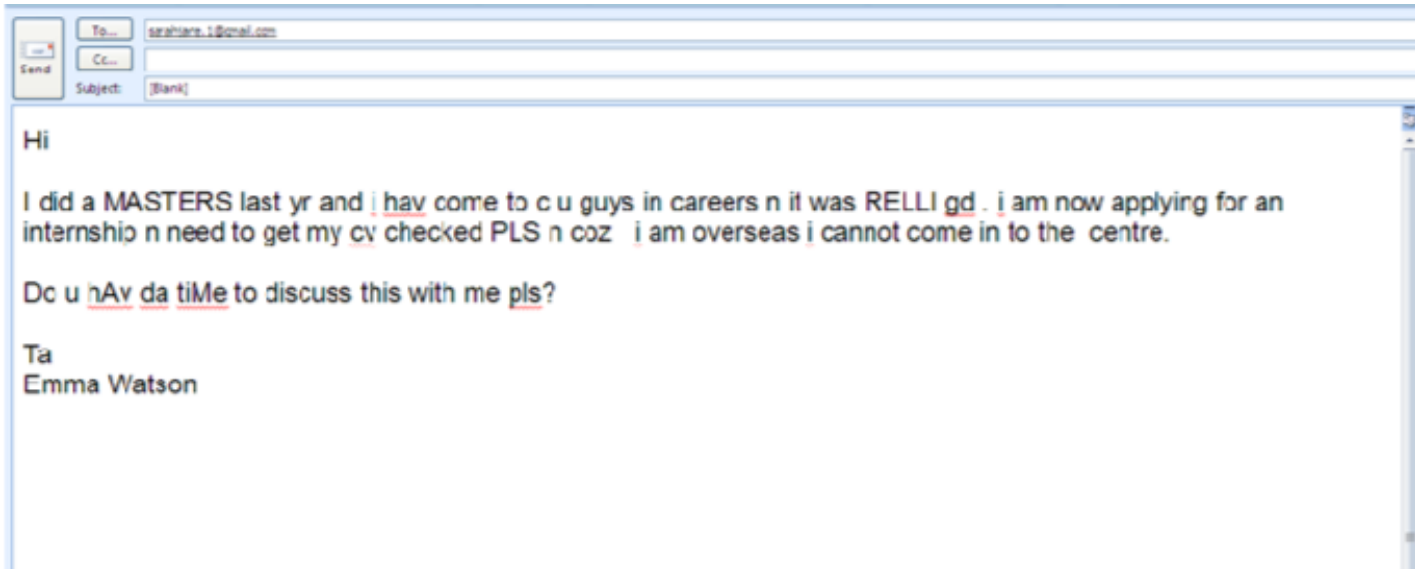
- 1. ALWAYS** include a meaningful heading in the subject line along with a brief outline of what the email body will include.  
  
e.g.  
[REQ] Request (for a reference)  
[ACTION] Action (to be completed)  
[FYI] For your information
- 2. ALWAYS** address the reader in a professional manner. If you are not sure who the reader is you can see the example on how you could address them. You should make it as personal as possible.  
  
e.g.  
Dear Miss Rose  
Dear Mohammed  
To whom it may concern
- 3. Round up** the main point of your email in the opening sentence.  
  
e.g.  
Think about what you would like the reader to do next, what actions they need to take or how the information you are sending is useful for them
- 4. DO NOT** use all capital or all small case unless referring to a known acronym or term that is familiar to the reader.  
  
e.g.  
CSDO/ WP/ TTFN/ PAF
- 5. ALWAYS** check your grammar before sending and NEVER use slang/ text speak/colloquiums.  
  
e.g.  
LOL/WAG1/WUUP2/LY
- 6. ALWAYS** keep language professional. If necessary ask a friend or colleague to proof read before you send the email.  
  
e.g.  
Would it be possible to request this information from you?
- 7. Be concise and polite. ALWAYS** remember to use 'please' and 'thank you'.
- 8. ALWAYS** check for spelling, grammar, punctuation and any careless mistakes.  
  
e.g.  
Careless mistakes are more difficult to identify so attention to detail is necessary
- 9. ALWAYS** use paragraphs.  
  
e.g.  
Ensure that the email is broken up into paragraphs and not written as an essay
- 10. Add a signature block** at the end of the email to ensure the reader has details on how to contact you.  
  
e.g.  
Emma Watson  
BSc Sociology and Criminology  
2nd year  
Student ID: 060002365  
  
**NOTE:** Add address and contact telephone number if necessary

## CONTACT

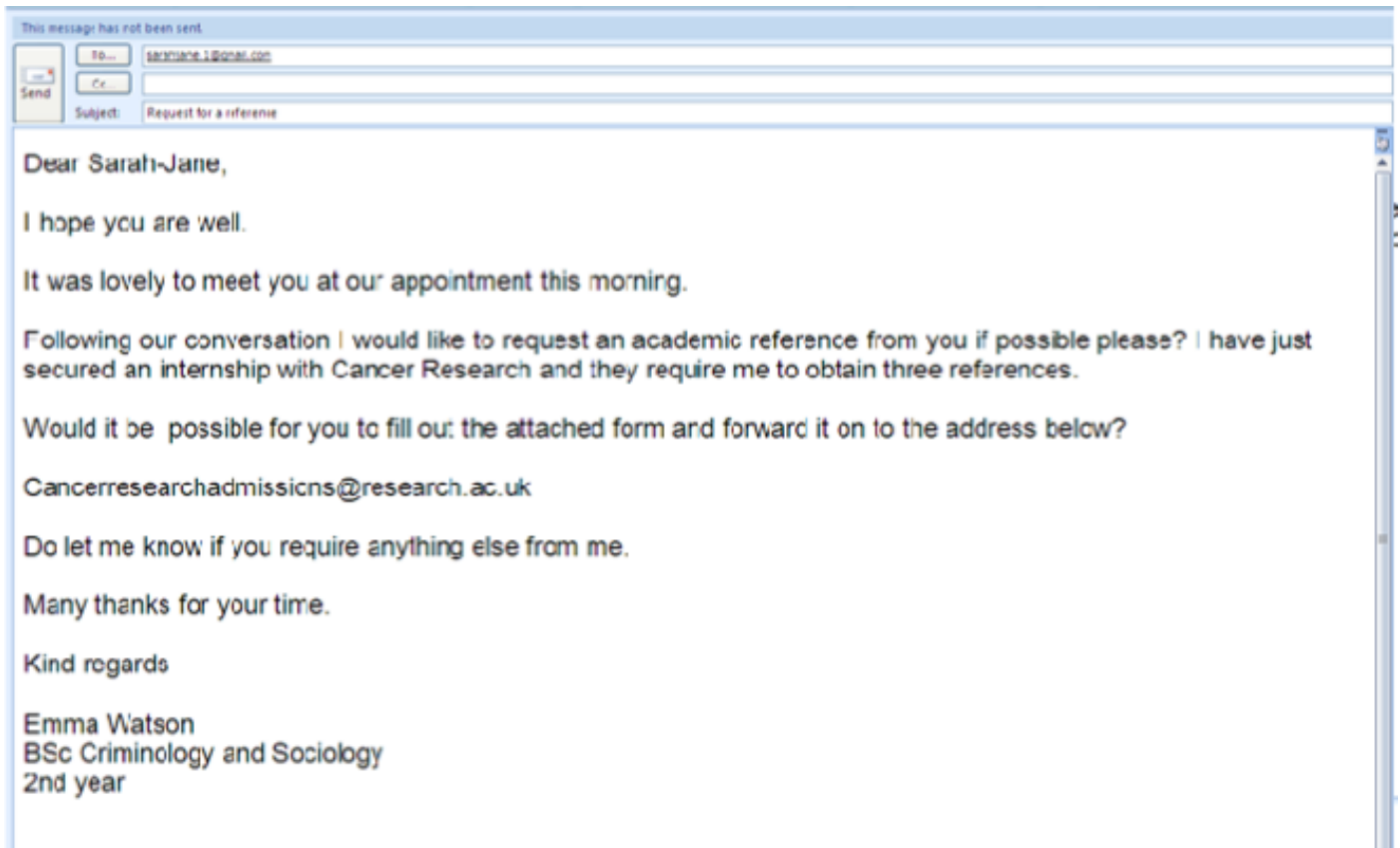
# 10 Rules for Writing Professional Emails

## Professional Emails Examples

### Poor Communication



### Good Communication



## CONTACT

Careers, Student Development & Outreach  
Northampton Square, London EC1V 0HB

@ Email enquiries  
careers@city.ac.uk

☎ Telephone enquiries  
020 7040 8093

📱 Find out more, visit  
www.city.ac.uk/careers

**CityCareers**  
CAREERS, STUDENT DEVELOPMENT & OUTREACH