

# E-mail

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## Introduction

An email is an abbreviation for 'electronic mail'. It is a 'store and forward' method of composing, sending, storing and receiving messages over electronic communication systems and is the quickest way to communicate in writing. Since, paper is not required for writing an email, it may be referred to as 'eco-friendly' way of communicating with others.

An email consists of two major sections:

1. **Header** which comprises email address of the **sender** and **receiver**; **date** and a **subject**
2. **Body** which comprises the main message to be conveyed through the letter. It could be a formal or an informal message depending on the purpose.

## Difference between an email and a letter:

A letter is a hand-written or a printed mode of communication while an email is a modern mode of communication, where the message is typed or merely copied and pasted. A letter can be addressed to just one person or organization and is usually transmitted by mail. On the contrary, an email may be addressed to n-number of people and is transmitted through internet.

The difference also lies in the time taken for transmission of a message from the sender to the recipient. An email gets transmitted instantly while a letter takes more time to reach.

## Points To Remember:

1. Subject or purpose of writing should be mentioned in an e-mail.
2. The subject should be crisp and precise.
3. An e-mail should be brief, simple and concise. Monotony and repetitiveness should be avoided.
4. It should focus on the issue rather than dwindling on various other elements.
5. Coherence should be maintained.

6. Marks will be awarded on the use of appropriate style, language, content and expression.

7. Although, marks will not be deducted for exceeding the word limit, it is advisable to follow the given word limit.

## **Success as a Team Leader in the Quiz Competition**

**Q. Write an e-mail to your friend. Explain your success as a team leader in a quiz competition which was held at your school. Your name is Girish.**

**Answer:**

From: girish@kmail.com

To: abc@hmail.com

Date: 3 June 20xx

Subject: Success as a team leader in a quiz competition

Dearest ABC,

I have been missing you for the past one month. A lot has happened in my life recently. Through this e-mail, I would like to share my happiness and success with you.

Recently, our school participated in a quiz competition in J.K. Stadium. I was chosen the team leader of the team of six participants. I was assigned many responsibilities. To succeed in the quiz, I focused on the weak and strong points of our team. The quiz was based on the Anti-Corruption campaign. I helped our team members by providing them with newspapers, magazines, quiz books, previous records etc. All our hard work paid off when we were declared the winners of the competition.

When the winning team was being announced, my name was mentioned as 'a true captain'. I have gained knowledge and confidence through this experience. I hope to meet you soon.

Love,

Girish

## **Unplanned Visit to a Village**

**Q. You are Sunil/Sunita. You are travelling by train from Indore to Kolkata during summer vacations. Due to some problem your train came to a halt in a deserted**

**rural area for 3 hours. Send an e-mail to your friend, Arpita, giving an account of your experience.**

**Answer:**

From: sunil@kmail.com

To: arpita.sethi@hmail.com

Date: 3 June 20xx

Subject: An unplanned visit to a village during the summer vacation

Dear Arpita,

I am fine here and hope the same for you. I am writing this mail to share my experience of the train journey from Indore to Kolkata. The experience was strange but pleasant.

I boarded the train in the morning and was happy to view the landscape through my window seat. All of a sudden, the train stopped. Everyone was puzzled and wondered what had happened. After a while, we came to know that a train had derailed some kilometers away. We were also informed that it will take about three hours to clear the tracks and ply the train on the same route. As the train had stopped in a rural village, we got to visit the village and enjoy the scenic beauty of the place. I made friends with children of the village. We shared our experiences of school, teachers and friends.

As the rescheduled time of the train neared, we thanked the villagers and left. The whole experience was wonderful and interesting. I will return day after tomorrow and let you know more about my trip. Take care.

Regards,

Sunil

## **Request to Install an Inverter**

**Q. You are living in Lajpat Nagar, New Delhi. You have decided to install an inverter in your drawing-room. You have purchased and made the payment but the inverter has not been installed yet. Write an e-mail as Reena Khurana to M/s Bindra Electrics, 187, Central Avenue complaining about the same.**

**Answer:**

From: reena.khurana@kmail.com

To: bindra.support@sac.com

Date: 4 September 20xx

Subject: Installation of inverter

Dear Sir/Madam,

On 1 May 20xx, I had purchased an inverter from your showroom. The model number is 19GT. I have made the complete payment by debit card. My transaction ID is 00074578654PPJ. Since the shop was about to close, the inverter was supposed to be delivered and installed the next day.

This is to bring to your kind notice that I am a working woman and it is not possible to take as many leaves as I want. It's the fourth day and no employee from your showroom or the company has turned up. I also tried calling your manager but his phone was not reachable.

Kindly treat this mail as an urgent reminder for the installation of the inverter.

Regards,

Reena Khurana

## **Unhygienic Conditions of the Colony**

**Q. You are Karishma. Write a letter to the President of the Resident's Welfare Association informing him about the unhygienic conditions of the compound.**

**Answer:**

From: karishma.kari@ymail.com

To: president\_rwa@xyz.com

Date: 3 June 20xx

Subject: Unhygienic conditions of the colony

Sir,

I would like to bring to your notice the unhygienic condition of our colony.

Every month the residents pay Rs.1500 as facility & maintenance charges. So, we expect, at least, a clean compound. The sweeper does not come regularly and the area

outside the lift is seldom cleaned. The garbage bins are unkempt and some of the sewage pipes are blocked. Soon it would be raining and the place would be full of muck. Already many people have fallen prey to the diseases like malaria. It is difficult for the residents to bear this and many people are considering about shifting to a better locality.

Kindly ensure the regular cleanliness and maintenance of the colony compound in order to eradicate diseases and provide healthy atmosphere to the residents.

Regards,

Karishma

## **Send Information Regarding Spanish Language Classes**

**Q. You are an owner of an institute that provides language classes for Spanish and German. Write an email in response to a query regarding language classes.**

**Answer:**

From: xyz@jmail.com

To: pqr@xyz.com

Date: 23 June 20xx

Subject: Information regarding Spanish language classes

Dear PQR,

Thank you for showing interest in our language classes. As requested, I am providing you with the information regarding the enrollment procedure and course timings of our institute.

After registering at our institute, every student is supposed to take a diagnostic test. This test helps the trainer to assess the weak areas. There are two batches for each course: Weekend and Weekday. The students enrolled under the Weekend batch are supposed to attend three-hour classes on Saturdays and Sundays. And the Weekday classes are for two hours, thrice a week. These classes are conducted between 3 P.M. and 8 P.M. on Mondays, Wednesdays and Fridays. Our centre has a fully equipped library and an audio/video section, where students can study and practice listening and speaking skills.

Kindly revert if you wish to enrol for the course.

Thanks and regards,

XYZ

Abc Institute

## **Congratulatory Message on Clearing NET Exam**

**Q. You are Meenakshi. Congratulate your friend, Lokesh, on getting a much awaited success in his NET exam and a gift in the form of car from his parents.**

**Answer:**

From: meena@rmail.com

To: lokesh.jha@xyz.com

Date: 7 April 20xx

Subject: Heartiest congratulations!

Dearest Lokesh,

I am delighted to know about your recent success in the NET exam. I have seen you working really hard to crack this national level exam. This success is certainly very well deserved. Moreover, being gifted a car on the occasion is stupendous. What makes me even happier is the fact the key of the car was handed over to you by your parents on your birthday.

I am sure you must be on cloud nine. Your family must be equally happy as they have been a constant support behind all the late-night study schedules, long hour devotion and your frequent absence from the normal course of family life. So, they too deserve accolades for this success.

I hope to meet you soon.

Your friend,

Meenakshi

## **III Health of Your Cousin's Mother**

**Q. You are Rahul. Write an email to your cousin living abroad informing him about his mother's illness.**

**Answer:**

From: rahul@jmail.com

To: ppq@xyz.com

Date: 4 September 20xx

Subject: Ill health of your mother

Dear PPQ,

I hope this mail finds you in good spirits. I am writing to inform you that your mother was hospitalized yesterday.

She was feeling dizzy and complained of cramps in her left hand. We took her to a physician who advised to hospitalise her. We have been informed that she had angina. However, you need not worry as good care is being taken of her. Her condition is constantly improving and we are hopeful that she will be discharged within 2-3 days. Also, uncle is planning to take her to Delhi for further treatment.

I know it will be difficult for you to concentrate on studies now. However, I advise you not to worry and study well. I will keep you posted about her well being and shall take good care of her in your absence.

Take care,

Rahul.

## **Description of How You Spent Your Summer Vacations**

**Q. You are Rohit. Write an e-mail to your friend, Saksham, describing how you are spending your summer vacation.**

**Answer:**

From: rohit@jmail.com

To: saksham.sharma@weemail.com

Date: 4 September 20xx

Subject: My summer vacations

Dear Saksham,

It feels like such a long time since I last I saw you. So far, my summer has been great!

I spent the first fifteen days of my vacation in Goa. I got a nice tan and you can no longer say I am fairer than you. I played a lot of volleyball and collected many sea shells. While on a stroll, one day, my mother met an old friend. She invited us to her hotel room and we enjoyed a delicious dinner with her family. Her daughter had many games which she shared with me. After returning, I took up a part-time job as an assistant to the librarian at the central library near our school. I get to read many interesting books there.

I hope you too are enjoying your vacation.

Your friend,

Rohit