

# 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.

## **Excessive Hike in Petrol Prices**

**Q. You are Farhan. Write an email to a newspaper editor, bringing forth the problem of hike in petrol price and its effects on the common man.**

**Answer:**

From: farhan@tmail.com

To: editor@y2knews.com

Date: 4 September 20xx

Subject: Excessive hike in petrol prices

Sir,

Through this e-mail I want to draw your attention towards the unwarranted hike in petrol prices.

Recently there has been a steep rise in petrol prices. The rise of Rs.7.54/l has left the general public seething and fuming. Everybody has been vehemently arguing over the exorbitantly priced fuel. The price rise in petrol leads to consequent increase in petroleum-based products like beauty products, fabric, hardware products, etc. Many NGOs and social activists have come down to protest on the streets. Generally, after such hikes some partial roll-back takes place. However, such a possibility seems unlikely this time.

I would like you to highlight this burning issue through the medium of your newspaper.

Regards,

Farhan

## **Suggestion to Join a Laughter Club to Combat the Anxiety of Exams**

**Q. You are Girish staying in a hostel. Your mother calls to tell you that your sister, Farha, who is soon going to appear for her board exams, is feeling overstressed.**

**Write an email to your sister suggesting her to join a laughter club, in order to overcome exam pressure.**

**Answer:**

From: giri@ppmail.com

To: farha.sethi@hmail.com

Date: 22 May 20xx

Subject: Join a laughter club to combat your anxiety about your exams

Dearest Farha,

How are you? Since your exams are fast approaching, I can imagine the stress you must be in. Through this e-mail, I want to let you know the importance of staying relaxed before your exams.

Board results, I understand, play a very important role in one's life. However, nothing is more important than your health and happiness. I have come to know from mother that you have been anxious and over-stressed for last few weeks. I have also been in your position a few years ago and understand your tension. However, being anxious would not help you much. Try to relax by taking out some time to rejuvenate yourself. You may even join the laughter club of our colony. It would help you stay calm and positive. With a refreshed mind, you will be able to focus better.

You are an intelligent girl and will fare well in your board examination. Stay focused and all the best!

Love,

Girish

## **Success in Mathematics Olympiad**

**Q. You are Aman / Aleena of Class X. You have received an email from the International Mathematics Olympiad Committee, informing that you have ranked 2<sup>nd</sup> in the competition. Write an e-mail to your friend, Amit, sharing your happiness.**

**Answer:**

From: aleena@kmail.com

To: amit.akhtar@geezone.com

Date: 2 May 20xx

Subject: Success in Mathematics Olympiad

Dear Amit,

My joy knows no bound as I write this mail to you. I have secured the second position in the recently held Mathematics Olympiad. I was informed about my victory through an e-mail from the International Mathematics Olympiad Committee.

The competition was held two weeks back. There were 30 schools which participated in the competition. I am sure that my principal and teachers will be proud of me. This result also ensures a scholarship for my higher studies. As you know, Mathematics has always interested me and I hope to excel in it. Also, I will be going to Melbourne to participate in a Mathematics quiz.

I hope we will be able to meet before I go to Melbourne. Take care and reply soon.

Love,

Aleena.

### **Concern over Your Brother's Bike Stunts and Reckless Riding**

**Q. You came to know through a common acquaintance that your cousin drives motorbike rashly. He has recently learnt some stunts and shows them off on the road. Write an e-mail showing your concern for his safety. Also, warn him to stop this practice immediately.**

**Answer:**

From: ab@gmail.com

To: pqr@hmail.com

Date: 3 June 20xx

Subject: Worried about your bike stunts and reckless riding

Dear brother,

I have recently come to know about your reckless driving. The stunts you show on the road may seem fun to you but they are extremely dangerous.

Considering the fact that you live in a crowded place, special care should be taken while riding. Rash and careless riding not only puts the rider's life in danger but the lives of others too. You must know that it is also a punishable offence. In your last email, you told me that cattle stray freely on the roads of your town. You should be cautious. Try to limit your speed and follow traffic rules. Moreover, you must always carry your license with you.

I also want to let you know that the whole family is worried and angry. Some have even suggested to your mother to sell your motorcycle. Now it is in your hands to show care on the road and save your motorcycle. Take care and reply soon.

Love,

ABC

### **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

## **Request to Close Your Savings Account**

**Q. You are Robina. Write an e-mail to the bank manager and request him to close your account. Provide valid reasons for the same. Specify all the necessary details.**

**Answer:**

From: robi@ymail.com

To: admin@gtrbank.com

Date: 3 June 20xx

Subject: Request to close of my savings account

Dear Sir/Madam,

I have a savings account (A/c No. xxxxxxxxxx6354) in the Faridabad branch of your bank. Though I have been a client of your bank for the past 8 years, my experience has not been satisfactory. As a result, I would like to close my savings account in your bank. The reasons for this decision are listed below:

1. Non-receipt of the bank statement on monthly basis.
2. Delay in processing of the utility bill payment cheques and then bearing late charges by the concerned departments.

I will be obliged if you do the needful to close my account and handover the cheque of my balance.

Regards,

Robina

## **Proposal for the Annual Cultural Fest**

**Q. You are Nisha. Write an e-mail to the Principal of your school, asking his permission for holding a cultural fest for 3 days.**

**Answer:**

From: nishi@ymail.com

To: principal@tagoreschool.edu

Date: 3 June 20xx

Subject: Proposal for the Annual Cultural Fest

Respected Sir,

On behalf of class X students of the school, I wish to seek your permission for organising the Annual Cultural Fest. It can be organised in the school premises after 20<sup>th</sup> of January 20xx.

Such a fest would be a breather for the students after their pre-board exams. Since the annual cultural fest encumbers various co-curricular and fun activities, we can also invite students from other schools to participate. This will enhance the diversity of the cultural items. Moreover, it would help our school bear good name for organising such an enriching event.

We will be very thankful if you grant us the permission to organise this fest.

Warm regards,

Nisha

## **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

## **Outstanding Invoice**

**Q. You are a Sales Officer in a company that deals in electronic items. Write an email to a client requesting him to make the outstanding payment as soon as possible.**

**Answer:**

From: abc@pkmail.com

To: vkk@xyz.com

Date: 3 June 20xx

Subject: Outstanding Invoice

Dear Mr Kapoor,

Four washing machines were bought by your hotel in the month of June. Our records reflect an outstanding balance of Rs.40,200, dating 4 June, 20xx. Please find a copy of the invoice enclosed.

Kindly disregard this notice if the outstanding amount has already been paid. Otherwise, please forward us the cheque of the full amount as early as possible. As our dealer's

contract indicates, we begin charging 15% interest for any outstanding balances after 60 days. In case you have any problem sending the cheque, inform us of the suitable time when we can get the cheque collected.

Thank you in advance for your cooperation. We hope to continue doing business with you in the future.

Yours sincerely,

ABC

(Area Sales Officer)

### **Visit to Gir National Park**

**Q. You are Nishtha/ Sachin. Write an email to your uncle, Inderjeet, informing him about your visit to Gir National Park and Sanctuary.**

**Answer:**

From: nishtha@tmail.com

To: inder.jeet@xyz.com

Date: 3 June 20xx

Subject: Gir National Park!

Dearest Uncle,

I am doing great here and wish the same for you. I have been having a lot of fun in my school recently. Through this mail, I want to share one such experience with you.

Last week, we went on an educational trip to Gir National Park and Sanctuary. It was a part of the wildlife project that we were working on. The Park has a rugged terrain and its rocky hillsides are covered in deciduous trees. This dense moist deciduous forest, inhabited mainly by tigers, elephants and deer, was a pleasure to visit. The varieties of wild flora served as a heaven to the plant lover like me. Elephant safari helped us see ferocious beasts as well as tender grass-eaters. The Park had about 300 Asiatic lions. It was one of the most adventurous trips I have ever gone to.

I will let you know the details once you come here. Also, I will mail you some of the pictures very soon.

Warm regards,

Nishtha.