



How to write e-mails correctly! A guideline

Foto: neonbrand auf unsplash

Salutation line

British English (also for Europe)

- To whom it may concern, (if no contact person is known)
- Dear Sir or Madam,
- Dear colleagues,
- Dear Mr Schmidt,
- Dear Ms Müller,
- Dear Prof.(essor) Einstein,

- Dear Mika Miller,

Deutsch

- An die zuständige Stelle (wenn kein Ansprechpartner bekannt ist)
- Sehr geehrte Damen und Herren,
- Liebe Kolleginnen und Kollegen,
- Sehr geehrter Herr Schmidt,
- Sehr geehrte Frau Müller,
- Sehr geehrter Herr Prof. / Sehr geehrte Frau Prof. Einstein,

- Man benutzt Vor- und Familiennamen ohne „Dear Mr/Ms...“, wenn nicht erkennbar ist, ob die Person weiblich/männlich/divers ist.

Salutation line

American English (for the USA and Canada)

- Ladies and Gentlemen:
- Dear Mr. Khan:
- Dear Ms. Miller:
- Dear Professor Wald:

Deutsch

- Sehr geehrte Damen und Herren,
- Lieber Herr Khan,
- Liebe Frau Miller
- Sehr geehrter Herr Prof. / Sehr geehrte Frau Prof. Wald

Complimentary close block

British English (also for Europe)

- Yours sincerely
- Yours faithfully (almost not used)
- Kind regards (you have known the person for some time; neutral version)
- Best regards
- Warm regards
- Best wishes

Deutsch

- Mit freundlichen Grüßen
- Hochachtungsvoll
- Viele Grüße (Sie kennen die Person schon seit einiger Zeit, neutrale Formulierung)
- Liebe Grüße
- Herzliche Grüße
- Beste Grüße

Complimentary close block

American English

- Sincerely yours,
- Faithfully yours,
- Truly yours,

Deutsch

- Mit freundlichen Grüßen
- Hochachtungsvoll
- Hochachtungsvoll

Between

Comma

- after salutation line
- after therefore, moreover, however
- after additionally, suddenly, in general
- if-sentences, when you start with the IF subclause

Good to know

- Do not use short forms like isn't, aren't, don't, I'm etc.
- Do not use "want to". Use "would like to"
- No sentences start with Also, But, And, For example or I.
- Do not use "really", "great", "nice" in official e-mails, e.g. to your professor.
- Do not use "get" or "have" as main verbs.
- 900 euros or EUR 900 or €900.
- Until 12 you use am, after 12 you use pm: from 1 to 2:30 pm.

Capital letter

- The first word of the text after the salutation line
- Day of the week, e.g. Friday
- Month, e.g. June

Cultural differences

False

- Dear Peter,
- Could you please do me a favour
- I beg you to

Right

- Dear Prof. Wald,
- May I ask you
- Would you please reply to me



**Do not forget:
always check
for spelling
mistakes.**

**Use your PC's
spell checker.**