

# COMMENT ÉCRIRE UN EMAIL PROFESSIONNEL

## 1. Salutation appropriée

### a. Commencer comme une lettre (très formel)

- Dear Lina
- Dear Sir / madam
- Dear M. Smith

### b. Moins formel (email de tous les jours)

- Hello John
- Hi Brian

### c. Informel (avec les gens qu'on connaît déjà)

- Hi / Hello,
- James,

### d. Pas de salutations du tout (pour un échange d'email rapprochés)

+ Pour être poli / pas besoin de réponse :

- I hope you're well
- How are you ?

## 2. Introduire pourquoi on écrit (1 ou 2 phrases)

I'm writing regarding...

- I wanted to follow up on...
- I would like to ask you about...

### Informel

- Do you know when the databases issues will be fixed ?

### 3. *Introduire le problème en quelques phrases (1er paragraphe)*

#### a. Pour demander solution à un problème (formel) :

- I'm concerned about...
- I need to bring something to your attention...

#### b. Quelques exemples de raisons :

I am writing...

- To make a reservation
- To apply for the position of ...
- To confirm my booking
- To ask for further information about...

With the reference to our telephone conversation / phone call on Friday, I would like to let you know that...

### 4. *2e Paragraphe avec plus de détails*

#### a. Faire une requête /demander une information

- Could you please let me know...
- If you can attend...
- If you are available for a meeting on the 12<sup>th</sup> December?
- Could you possibly arrange a meeting with the Logistics Manager?
- I would also like to know if there are any swimming pools in your area

#### b. Offrir son aide / donner des informations

- We are happy to let you know that your article has been selected for publication
- I am glad to inform you that we will be holding our annual conference in Brussels on 20 September 2017.
- Should you need any further information / assistance, please do not hesitate to contact us.

#### c. Se plaindre

I am writing...

- To express my dissatisfaction with...
- To complain about...

I regret to say that I was not completely satisfied with the room you provided us. I would like to receive a full refund and compensation for damages.

#### d. S'excuser

- We would like to apologize for any inconvenience caused.
- Please accept our apologies for the delay.
- Please let us know what we can do to compensate you for the damages caused.
- We will make sure that this will not happen again in the future.

#### 5. Introduire un autre problème

- There's one more thing I'd like to discuss with you...
- Regarding...
- I'd also like to ask you about ...

#### 6. Mettre un document en PJ

- I am attaching my CV for your consideration.
- I am sending the brochure as an attachment.
- Please see the statement attached.
- Please find attached the file you requested.

#### 7. Appel à l'action (dire clairement ce qu'on attend de l'autre)

##### a. Si urgent :

- Please ... by tomorrow at the latest.
- As a matter of urgency you need to contact....
- Could you... as soon as possible/ASAP.

##### b. Moins urgent :

- I would like you to ...
- Could you please... ?

##### c. Plus direct :

- I need you to...

#### d. Moins direct :

- Can I ask you to ...
- I suggest you to ...

#### e. Si pas besoin de réponse :

- This is just to keep you updated.
- This doesn't require any immediate response.

### 8. Finir l'email

#### a. Comme dans une lettre (neutre, peuvent être utilisé dans toutes les situations)

- Regards,
- Kind Regards,
- Best Wishes,
- Sincerely
- I look forward to hearing from you.

#### b. Moins formel :

- Take care,
- Cheers,

+ votre nom

### Vocabulary :

@ : at

\_ : underscore

- : dash

. : dot

I will copy Mr. X on this email = I'll cc Mr X on this email : mettre M. X en copie de cet email

I'll forward this email to : je vais transférer cet email à...

Please let me know if... : SVP, faites moi savoir si....

As soon as possible (=ASAP) : aussi vite que possible

FYI (for your information) : pour votre information

<http://lea-english.com>

