

FBA FBI\M1

A photograph of a person's hands typing on a laptop keyboard. The laptop screen shows an email interface with a red notification bubble containing the number '1'. A blue diagonal overlay covers the left side of the image, containing the main title and subtitle in white text. Above the title, there is a row of yellow dots.

EMAILS & BUSINESS LETTERS

BUSINESS
CORRESPONDENCE

The background features a person's hands typing on a laptop keyboard. A semi-transparent blue diagonal overlay covers the center of the image. In the upper right, a stylized white envelope icon with a red circle containing the number '1' is visible. Above the main text, a horizontal row of seven yellow dots is partially obscured by the blue overlay.

Emails VS Letters

PURPOSE



- Short & concise (1 topic only)
- Formal yet conversational tone.
- Digital & ideal for quick responses.



EMAILS

LETTERS

- Rigid structure
- Used for legal and contractual matters.
- Printed/scanned as an attached pdf
- Often used externally with partners.

1

SUBJECT LINE

Meeting
confirmation

2

GREETING

Dear Mr.Ali
Hello Sara

3

OPENING LINE

Im writing to
confirm our
meeting schedule

4

BODY

Main topic in
two paragraphs
max

5

CLOSING LINE

Looking forward
for your reply at
your earliest
convenience

6

SIGNATURE

Best Regards,
Name,
Position,

EMAIL STRUCTURE

LETTER STRUCTURE

LETTERHEAD

1. Sender's Information

company name, address, phone number, and email..

3. Recipient's Full Details

The full name, official title, organization, and complete address.

5. Subject Line+

"Subject:" or "Re:" Subject:

Confirmation of Order #4521

2. Date

Ex September 18, 2024).

4. Formal Salutation

formal, using titles and surnames.

Ex: Dear Ms. Johnson head of FR comany

LETTER STRUCTURE

BODY

OPENING PARAGRAPH

- *The main topic
- *Previous communication

MIDDLE PARAGRAPH(S)

- *Details
- *Arguments
- *Objective Data

CLOSING PARAGRAPH

- *Main points summary
- *Statement of expected action

Often includes a stamp or signature for official validation. + Attached documents



WHICH IS MORE SUITABLE ?



1. Requesting an official partnership between two companies.
2. Sending the updated quarterly financial report to your manager.
3. Expressing gratitude to an investor after a successful deal.
4. Reporting an internal accounting error that needs urgent correction.
5. Applying for a corporate loan from a financial institution.

**TIME OF
ANALYZING TEXTS..**

MAKE THE FOLLOWING EMAIL FORMAL

You are **Meriem K.**, a **Customer Service Officer** at **BNA Bank**.

A client, **Mr. Sofiane**, contacted you yesterday because his **online banking account is blocked**, and he cannot access his balance or make transfers.

The issue was caused by a **technical update in the online banking system**, and it is being resolved by the **IT department**.

The system is expected to be fully restored **by tomorrow morning**.

MAKE THE FOLLOWING EMAIL FORMAL

Subject: re: problem with ur account

Dear Mr.,

I saw ur message about the problem. We're fixing it but it's not my fault, the system is slow today. Try again later or maybe tomorrow.

Thx,
Meriem