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| **Tone** | **Description** | **Example** |
| Frozen | Formulaic, impersonal, archaic, bureaucratic, distancing, cold | Dear Honorable Mr. X:  As per the request received by this office as of [date], please find enclosed the information pertinent to the XYZs. |
| Formal | Professional, businesslike, polite, diplomatic | Dear Mr. X:  As you requested on [date], we have enclosed the information concerning the XYZs. |
| Informal | Friendly, engaging, conversational; also polite and businesslike (especially between colleagues) | Dear Joe,  Here is the information on the XYZs you asked for. |
| Casual | Friendly, engaging, conversational; often incorporates slang and non-standard writing practices; may be used in certain business situations | Hi Joe—  Good news! Here are the XYZs you wanted. |
| Intimate | Chatty, slangy, even frivolous, not appropriate for business situations | Hey big guy—  Here you go, pal—the XYZs. Tough luck for the ol’ gang, huh? |