



# Lecture

## E-mail Etiquette

Source: [VideoJug.com](http://VideoJug.com)


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# Steps to improve your e-mail etiquette

**To:** johndoe@gmail.com

[Add Cc](#) | [Add Bcc](#)

**Subject:** Regarding Actions From Today's Meeting

 [Attach a file](#) Insert: [Invitation](#)

**B** *I* U *F* *T*               [« Plain Text](#)

Hello John

I am just following up on the action points from today's meeting. You agreed that you would be responsible for:

1. Training of new staff members Jane & Susan
2. Creating Staff rosters for the next month
3. Following up on the Smith Account

Please provide me with a schedule of when we can expect these items to be completed.




## Step 1. Use the recipient fields correctly.















**Send** **Save Now** **Discard**

**To:** johndoe@gmail.com

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**B** ***I*** **U** ***f*** **rT** **T**               [« Plain Text](#)


## Step 2. Make the subject line useful.















**Send** **Save Now** **Discard**

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# Step 3. Be consistent
















**Send** **Save Now** **Discard** Draft autosaved at 10:15 AM (0 minutes ago)

**To:** johndoe@gmail.com

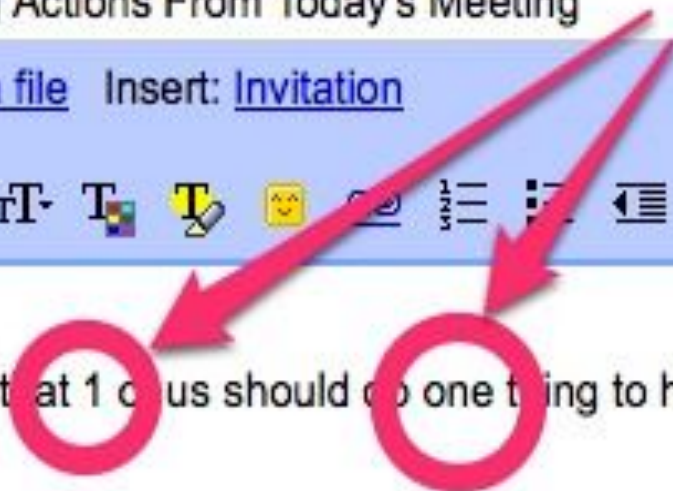
[Add Cc](#) | [Add Bcc](#)

**Subject:** Regarding Actions From Today's Meeting

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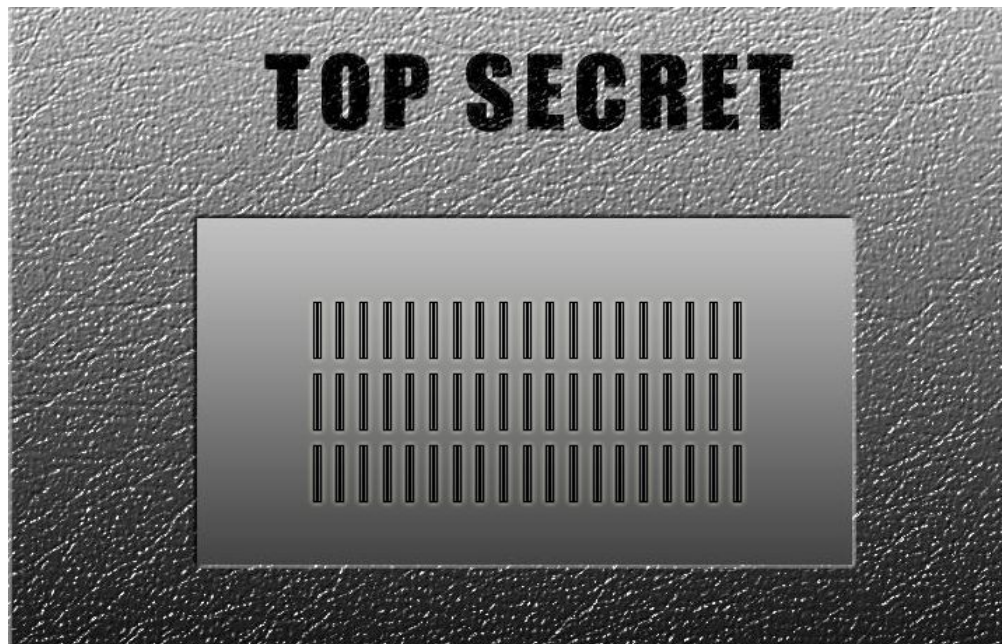
**B** *I* U *F* *T*                [« Pla](#)

Today we agreed that 1 of us should do one thing to help



## Step 4. Avoid prioritizing your messages

- Get out of the habit of marking every email as "Urgent! Receipt required!!" or "High Priority"



## Step 5. Greet your recipient.

- Salutation "Dear (recipient's name)" – for letters
- E-mails are generally less formal, and "Hi" or "Hello" usually suffices.
- Depending on the purpose of the email, for example, if it's a cover letter for a job application, you may want to use the traditional format instead.




HELLO!








## Step 6. Keep your email concise, conversational, and focused

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Hello John

I am just following up on the action points from today's meeting. You agreed that you would be responsible for:

1. Training of new staff members Jane & Susan
2. Creating Staff rosters for the next month
3. Following up on the Smith Account

Please provide me with a schedule of when we can expect these items to be completed.





## Step 7. Use proper grammar and spelling.


- Use standard English, and proofread and spell-check emails.
- Error-free email is easier for the recipient to read.



## Step 8. Avoid fancy formatting

[Add Cc](#) | [Add Bcc](#)

Subject:

 [Attach a file](#) Insert: [Invitation](#)

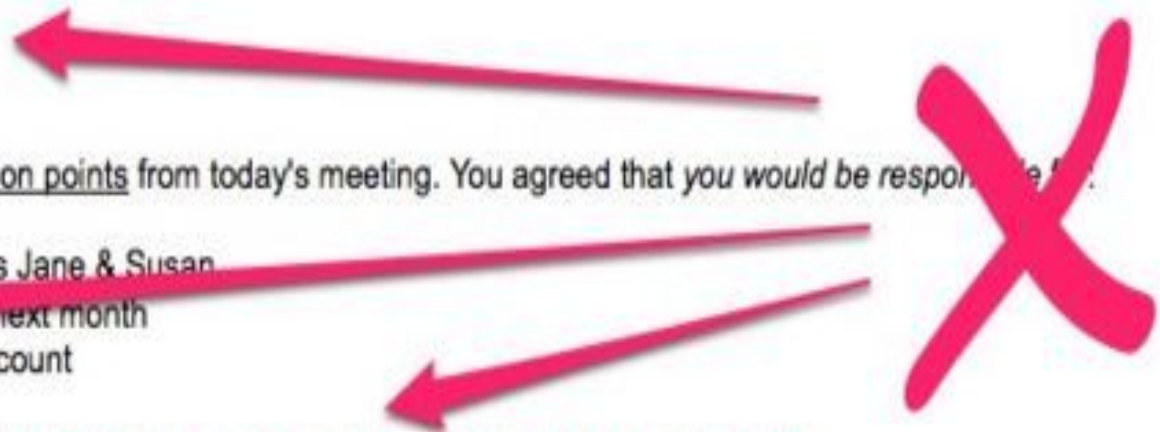
**B** *I* U *F* *T*              [« Plain Text](#)

***Hello John***

I am just following up on the action points from today's meeting. You agreed that *you would be responsible for*.

1. Training of new staff members Jane & Susan
2. **Creating Staff rosters** for the next month
3. Following up on the Smith Account

Please provide me with a schedule of when we can expect these items to be completed!!!



## Step 9. Determine to whom you should reply.

- Emails sent to you solely generally require that you reply only to the sender
- For emails sent to several people, you may need to choose the "Reply to All" option to send your response to everyone
- Think before hitting "Reply to all"



## Step 10. Think twice before replying to just say thank you

- It takes additional energy to open the email and read it just to read what you already know.
- A new trend is to include a line that says NTN - No Thanks Needed.

# Step 11. Be sure to include info that you are responding to.

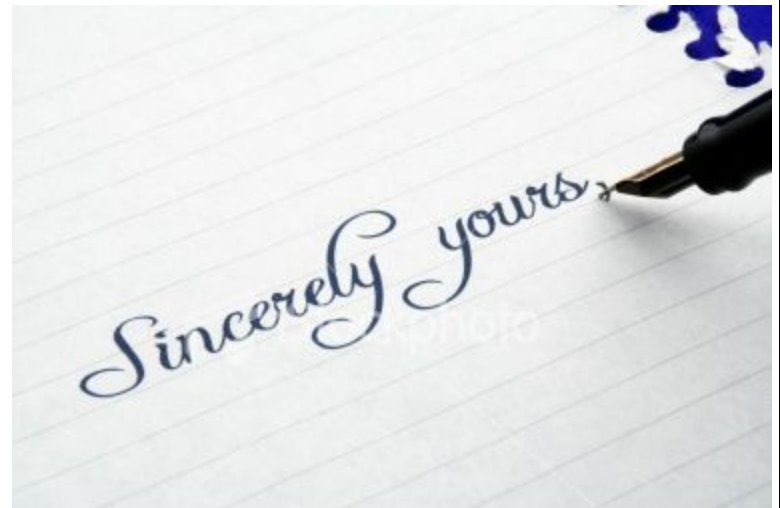
- Avoid sending an indistinct email that says only 'Yes.'.

Include the question that the recipient asked so they know what you are responding to.



## Step 12. End your email politely.

- ❑ Closing with a statement such as "Best wishes," "Good luck," or "Thanks in advance for your help".



# Step 13. Sign your name.

Brochure Print Quote

Send Now Send Later Instant Message Link Delete Signature Options Insert Junk Projects

To: Thompson@ACME.com

Cc:

Subject: Brochure Print Quote

Attachments: Print Quote.doc

Verdana 12 B I U T


Good afternoon Mr. Thompson,

Please find attached, printing estimates for your promotional brochure.  
As per your request, we have priced the brochure using FSC Certified Papers.

Thank you for the opportunity to quote on this project.

Joanne Rogers  
Customer Service  
225A Alison Blvd  
Fredericton, NB, E3C 2S5  
P 506 460 8715  
C 506 476 4600  
F 506 454 0040

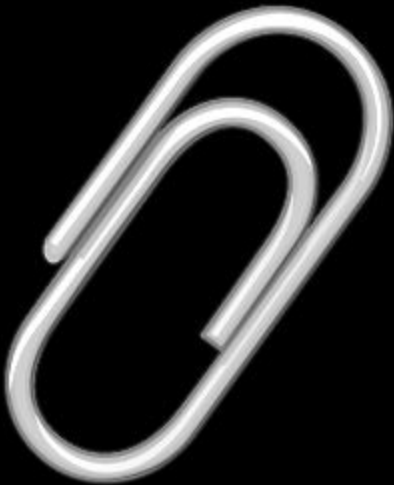
**TAYLOR**  
printing group inc.  
New Brunswick's Only  
FSC Certified Printer

 © 1996 Forest Stewardship Council A.C.  
FSC  
SW-COC-02815

**Fredericton**  
World Class Smarts

# Step 14. Limit attachments

- Don't add an attachment unless really necessary.
- Keep attachments as small as possible





## Step 15. Do not use all caps

- IT IS EQUAL TO SHOUTING OR SCREAMING



# Step 16. Be careful using abbreviations and emoticons



WHY ARE YOU YELLING AT ME???? LOL 😊 😁 🦀



□ **Thank U 4 attention, guys,  
and CU @ seminar !!! LOL**

