

Email Etiquette Notes

Name: _____

WHAT SHOULD I NEVER USE EMAIL FOR?

Email is not as _____ or _____ as most people think.

NEVER EMAIL:

Username

Passwords

Credit Card Information

Banking Information

Sensitive Information

Information that could be damaging to someone's reputation

Emails that could later be used to make you look bad

Anything that can be thought of as threatening

Never send a message when you are angry.

Don't send anything you wouldn't want everyone to read. You never know where your message might end up.

TO: This is the person you are directing your email to. If there is more than one person you are directly talking to, all people should be listed in the to: area.

WHAT IS CC: AND BCC:

If you are not directly communicating with someone but you want them to be aware of the email, list them in the cc: section.

cc: stands for _____. If used, it sends the email to those listed in cc: and all receivers of the email can see they were included in the email.

bcc: stands for _____. If used, it sends the email _____ to those listed in bcc: and the other receivers _____ know that they were included in the email.

Problem with bcc: -- Never use bcc: for sensitive messages because the person you bcc'd may accidentally REPLY ALL and expose that he/she received a sensitive message.

Don't include more people in the email than is necessary.

SUBJECT LINE

Make it _____

It should _____ what the email is about.

Each word _____ with a _____ letter.

GREETING EXAMPLES

Dear Mrs. Moraes:

Mrs. Moraes:

Jessica:

*Note: Once you have exchanged emails with a person, it is usually OK to leave greetings out of your follow-up emails.

BODY OF THE EMAIL

K
I
S
S

Be _____ but don't _____ --they can easily be _____ and can come off as inappropriate.

Use standard _____, _____, punctuation and capitalization.

CLOSING

End your email by signing off with your _____. 1st time emails should include your first and last names, but later emails can just have your _____ name.

A sign-off that does not match the tone of the email's text can be perceived as being sarcastic or down right rude. For example, I doubt if you were sending a professionally stern email that you would sign off with "Warmly!"

COMMON CLOSING LINES ARE:

Best,
Cheers,
Yours,
Cordially,
Regards,
Best regards,
Best wishes,
Sincerely,
Kindest regards,
Warmest regards,
I remain yours truly,
Warmly,
Thank you,
Thanks again,
My sincere thanks for your time and consideration,
Take care,
Continued success,

RESPONDING

When do you respond?

What if the email will take me a while to respond to?

If you are asked many questions, it is okay to _____ your answers. This means responding to their questions directly in their text right after they ask them.

Tips for embedded/inline answers:

(1) At the top of your email, _____ them that you are answering their questions directly below.

(2) Use a different _____ font.

ORGANIZATION

_____ or _____ older messages.

Ways to organize include:

Flags

Filters

Rules

Alerts

Categorizing

ATTACHMENTS

Never send an attachment to someone the _____ you email them. They may think it's _____ or a _____ and not open it.

Define spam:

Avoid _____ file sizes.

REPLY VS. REPLY ALL:

When you hit _____, it sends your reply only to the sender of the email.

When you hit _____, it sends your response to all receivers of the email except those that were bcc.

_____ the To: area of your email before you hit _____. Too many people accidentally reply to ALL when they did not want to.

FORWARD:

Use forward to send a message to someone who was not on the To:, cc: or bcc:.

MORE TIPS:

Always read your message and check the to: , cc: and bcc: fields before hitting send.

Don't use cursive or "funny" fonts that are hard to read.

Don't use red fonts—they are hard to read and can be meant as being mean.