

# E-mail Etiquette: The Do's and Don'ts



## Do's

- ✓ Do include a meaningful subject: Properly titled messages help people organize and prioritize their e-mail
- ✓ Do Keep your message short and to the point:: A long e-mail can be very discouraging to read
- ✓ Do use proper spelling, grammar, & punctuation: Always spell check
- ✓ Do use proper salutations: For example, start your email with "Hi, Mr. Smith" and end with "Thank You", "Sincerely", "Cordially", etc..
- ✓ Do include your name at the bottom of the message
- ✓ Do read the email before you send it
- ✓ Do tell the recipient if you are sending an attachment: In some email programs, it's easy to miss

## Don'ts

- ✗ Don't Use All Capital Letters: It is more difficult to read and seems like you are shouting
- ✗ Don't forward virus hoaxes and chain letters
- ✗ Don't overuse abbreviations and emoticons: These are helpful to provide clarity to your personal messages; however, these can be inappropriate for business e-mails

## The Bottom Line

Remember that electronic mail is about communication with other people. When you compose an e-mail message, read it over before sending it and ask yourself what your reaction would be if you received it. Any time spent on making our e-mail clearer is time well-spent, so let's start taking the time.