

MIND YOUR EMAIL MANNERS

REVIEW BEFORE SENDING



Review: Is anything unclear? Are there any typos? Read it aloud.

Check:

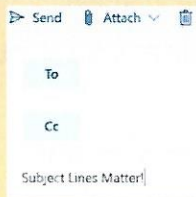
- **Sources:** Should you include a link to anything?
- **Recipients:** Forget someone who needs to see this message? Add anyone who shouldn't see this message?
- **Address:** Make sure it is sending from the correct account for the purpose of the message.
- **Attachments:** Forget the attachments? If they are large, compress them.

REPLY BUT NOT ALWAYS REPLY ALL

REPLY ALL- only when EVERYONE in the original email needs to know your answer

REPLY - to let the sender know you got the email - a common courtesy

Got It!



SUBJECT LINES MATTER

Write effective subject lines:

- Keep recipient in mind
- Should capture the essence of your message
- Include any actions you want recipients to take
- 30 to 50 characters recommended

EXPLAIN

- Why did you forward the message from someone else?
- If you cc (copy) someone else on the message, explain to the primary recipient that you did and why



THANK YOU

APPROPRIATE ENDING

- **Email Signature:** 3-4 lines. Including your full name, job title/ profession, and contact number
- **End with Gratitude:** When in doubt, end with "Thanks"
- **Asking for a Favor:** Thanks, Many Thanks
- **Business Formal Options:** Sincerely, Sincerely Yours, Regards
- **Business Informal Options:** Yours, Kind Regards, (Your Name)

CAREFUL AND SPARINGLY

- Use acronyms only when you're sure the recipient knows what they mean.
- Avoid sarcasm and humor if you don't know the recipient well.
- If you can't help yourself, include a :) or ☺.

HI, OAU
Can u Plz RSVP
ASAP w/ TIA!
TTYL,
Jessica



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