E-mail Etiquette

Netiquette
- Use company e-mail responsibly and ethically
- Respond to e-mails promptly
- Choose recipients carefully
- Write as if the whole world will read your e-mail

Format
- Use short lines and short paragraphs
- Don’t shout by using all capital letters
- Don’t use abbreviations or emoticons
- Follow your employer’s e-mail practices

Content
- Use a descriptive subject line
- Greet your recipient to downplay impersonality
- Use a direct style rather than an indirect style
- Include a complimentary closing
- Include a signature block