EMAIL ETIQUETTE

Many employers use email as their primary means of communication and so you can expect to receive a lot of volume in your work inbox, especially if you are working in an office setting. This may be a bit unexpected at first, but you will quickly get accustomed to it!

Tips for effective email communication

✚ Always include a meaningful subject line so the receiver knows what your email is about (and can find it again!)
✚ Be brief and to the point. Use bulleted or numbered lists if possible, especially when asking questions.
✚ Include your full name in the “From” box. Don’t assume that the person you’re writing to knows whom your message is coming from.
✚ Use proper capitalization. (ALL CAPS is considered shouting!)
✚ Avoid using the “Reply all” button—this can overload all participants with messages. Use the regular “Reply” button to respond only to the sender, unless others need to be included.
✚ Respect confidentiality.
✚ Avoid “text speak” (such as “LOL”, b/c or “2nite”) or acronyms—these can be confusing for the receiver.
✚ Use proper spelling and punctuation. Think of an email like a short letter rather than as a text message.

Effective email example

Date: July 3, 2013
From: student@company.com
To: supervisor@company.com
Re: RFP package for Garry Oak project

Hi Supervisor,

I was pulling together the proposal and had a few questions:
• Should we include our estimated staffing costs or work that into the overall project cost?
• How many staff hours did you suggest we allocate at the last meeting?
• What’s the timeframe for getting the first draft back to you for review?

Thanks,

Student
Ineffective email example

Date: July 3, 2013
From: student@company.com
To: supervisor@company.com
CC: director@company.com, person@company.com, somebody@company.com, everybody@company.com …
Re:

Hey Supe,

What was I supposed to be doing on that RFP thing from last meeting? I forgot to take notes on some things like if you wanted me to hand it in 2day and who's supposed to have their time on it and who that guy was at the meeting.

Ciao.
S