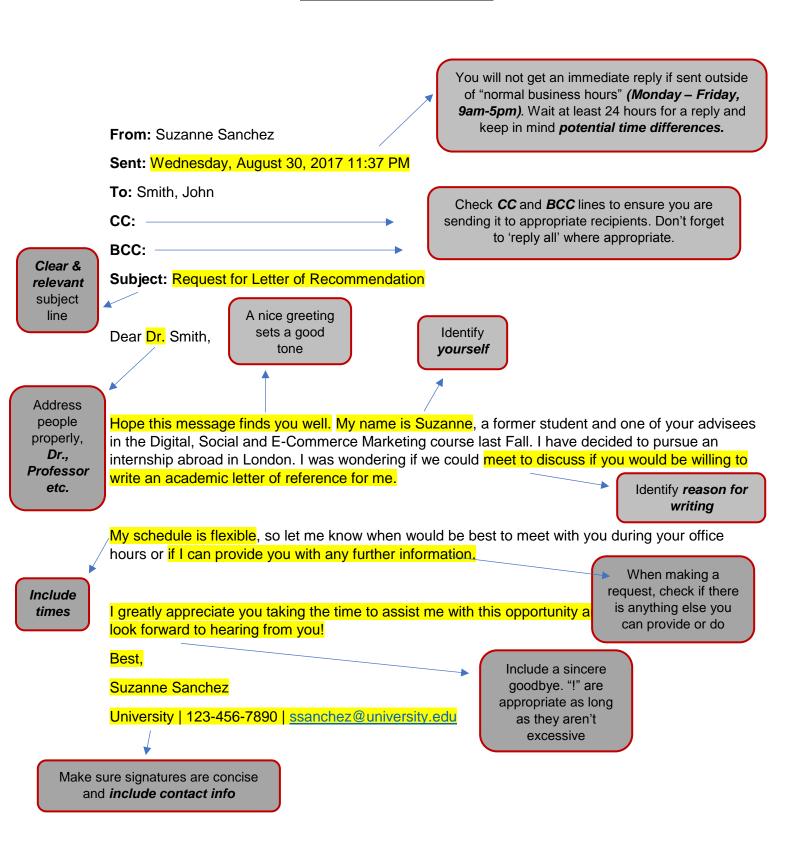


Email Etiquette Guide





Tips:

- Texting and instant messaging are popular forms of communication, but please format your emails following appropriate grammar and punctuation guidelines as it is a professional communication and often your first impression to a contact.
- Avoid sending a blank email body with an attachment. Always look to include information on the document you are sending.
- Emojis are cute, but do not belong in professional communication. They may be used eventually once you have built rapport with an individual.
- Address e-mails using the appropriate title and last name until a contact gives you permission or closes an e-mail with their first name only.
- Have a friend or mentor proofread your e-mail when possible. Tone and meaning can come across very differently via written word.
- Avoid **bold**, <u>underline</u>, ALL CAPITALS.
- "Please" and "Thank you" goes a long way!

Questions to ask yourself:

- Is this concise and to the point?
- Did I spell everything correctly?
- Did I use appropriate grammar?
- Is all relevant information included?
- How is my tone?