

"Base template details - Not to be changed"

Template Id	Template Name	Version No.	Release Date
TMT025	Training Manual Document	1	DD/MM/YY

Design Document

GENERAL_2016_EMAIL_ETTIQUETTES_001.V1

Version No.	Release Date	Modified by Date	Reviewed by Date	Authorized by Date	Remarks
1.0		Resource DD/MM/YY			Initial Version

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1. Email Etiquettes

1.1. Overview

Proper conduct or manners for producing an e-mail message is called Email Etiquettes.

1.2. Important of Email Etiquettes

- ✓ We interact more and more with the written word all the time
- ✓ Without immediate feedback from the reader,
- ✓ It's easy to be misunderstood, Email is still a formal correspondence

1.3. Parts of Email

Header - it contains details of sender and receiver like from, to, date and subjects.

From - This lists the sender's e-mail address

To - This indicates to whom the message is being sent. The original messages may be sent to more than one recipient

Date - This refers to when the message was sent. Time stamps are often issued by the e-mail server.

Subject - This contains the topic of the message – When no subject is included, some e-mail services deliver the message to junk mail (A folder for messages from senders not found in the receiver's address book)

Body - The area where the message is entered, Before you type anything into a new message, answer these two questions:
why am I writing this?

What exactly do I want the result of this message to be?

Body of the mail should be in following:

- ✓ the negative comments about management
- ✓ Write so emails are easy to read
- ✓ Make paragraphs 7-8 lines
- ✓ Insert a blank line between paragraphs
- ✓ Use headlines, bullets, and numbers
- ✓ Avoid all caps.
- ✓ If a message is longer than 3 screens, send an attachment

1.4. Email Option

Forward - A feature that allows the sender to pass the message to another recipient, including attachments Email Communication

Reply - A feature that allows the recipient to respond to a message from the sender. Many e-mail services allow the recipient to change the original message when replying

CC - A feature for sending an original message to the prime recipient and to other interested parties. When using CC, all recipients see who is receiving the message. CC originally meant carbon copy and has transitioned into “courtesy copy”

BCC - A feature similar to CC except that in BCC or blind courtesy copy, recipients are invisible to the other recipients

Attachments - Other files sent with the message Never open an attachment from someone you do not know.

Signature - A “sign-off” feature that allows the sender to create additional information for the receiver. Signatures may be saved and pasted to the end of any e-mail. Signatures often list the sender's business name, address, telephone number, etc.

1.5. Best Practices for Mail for Business Professional

Responding Mail

- ✓ Respond in the same time frame you would respond with a phone call
- ✓ Be conscious of responding to the sender or Reply to all
- ✓ be conscious of your recipient
- ✓ Don't expect an immediate response

Subject

- ✓ should be meaningful
- ✓ Should give your reader an idea of the content of the email
- ✓ Should be appropriate, because anyone can look at the subject, even if the recipient chooses not to open the message
- ✓ For example: *Confidential: Sale numbers for October*
- ✓ When changing the subject, start a new message

Tone:

- ✓ Write in a positive tone
- ✓ When I complete the assignment versus If I complete the assignment
- ✓ Avoid using negative words like to begin with “un, non, or ex” or end with “less”
- ✓ Use smiles ☺ , winks ;-) and other graphical symbols only when appropriate
- ✓ Use contractions to add a friendly tone
- ✓ Use please and thank you

Content

- ✓ Check your grammar and spelling
- ✓ Use proper structure and layout
- ✓ Be efficient
- ✓ Emails that get to the point are much more effective
- ✓ Address all the questions or concerns to avoid delays
- ✓ Read the email before you send it
- ✓ Plz Don't Abbrvt.
- ✓ Try to keep the email brief (one screen length)