NAME – ARPAN MONDAL

DESIGNATION – SENIOR ANALYST

TOPIC – EMAIL ETIQUESTTES

TEACHER IN CHARGE – SHRUTI RAVINDRAN

DATE – 27.09.19

Introduction

In today's corporate world most of the communication takes place through email. Professional persons around the world uses email to communicate with necessary information.

- **From:** Email address of the sender.

- **To:** Email address of the recipient is written.

- **Cc:** It means Carbon Copy. Person who is in Cc, just there to be aware of what happening or just needed to be informed about the matter

- **Bcc:** It means Blind Carbon Copy. The person who is in Cc cannot be aware of the person who is in Bcc. So in the corporate world it is said to avoid Bcc as it is not very much ethical. And one may receive mail from there company if they uses it.

It is advisable not to put more than 10 members in Cc and Bcc. If the number of receivers are more than that then try to send it via an email group.

- **Subject Line:** The subject line is a short summary of 4 to 5 keywords describing the purpose.

The subject line should always be short and one should try to maintain it in 5-6 words maximum. One should also don't need to put full stop (.) at the end of subject line.

- **Salutation:** Salutation is a kind of greetings while addressing a person in the email. The most common salutation in the email are Hi, Hello or Dear etc. Hello is used in UK, Hi is used in America and Dear is used in Asia

In salutation, always use Mr. for male and Ms. for females. And don't use Mrs. for females. For example, if a person's name is Mark Anderson then we should address him as Mr. Mark Anderson. On the other hand if a female's name is Kritika then we should address her as Ms. Kritika.

- **Greeting:** This greeting is done before starting the body and after the salutation of the mail. In this, we should not address the person's name rather we just give them a general greet like "Greetings of the day" etc. and start the conversation.

- **Body:** Body of the email contains the main content. All the details related to the email will be written in the body.

After the end one should write a "Thank You" or "Thank you and Regards", "Thanks and Regards" or "Best Regards" etc. After that regards Name, designation, project name (if required), address of the company , contact details like phone number and email id.

- **SIMPLE** and **CLEAR.**

S= Subject Line	**C**= Capitalize the "I"
I= Insert Signature	**L**= Leave space after the punctuation
M=Maintain Structure	**E**= Enter salutation
P= Proper Spacing	**A**= Accurate & Correct information
L= Left Alignment	**R**= Rule out long complicated sentences
E= Enter bullet Points	