**EMAIL ETIQUETTES**

**Email as a form of Communication**

Email as a medium of communication has become an almost indispensable tool for business, educational, social and personal purposes. Its importance in the future will, in all likelihood, continue to grow at an almost exponential rate, despite the plague of spam that is choking the internet.

Email has the advantage of regular postal mail in that it is delivered into the recipient's mailbox for them to read and reply to at their convenience, Email also has the advantage of being quick and easy. It doesn't oblige the sender to engage in small-talk with the recipient, as telephones do. In an increasingly busy world, email allows the same message to be conveyed in a minute or two without implied rudeness.

**Etiquette**

“The conduct or procedure required by good breeding or prescribed by authority to be observed in social or official life.” (*www.Webster.com)*

**What is Netiquette?**

"Netiquette" is network etiquette, what you should and should not do when you are online. Netiquette covers both common courtesy online and the informal "rules of the road" of cyberspace. In short, the informal set of online communication behavior called Netiquette.

There are no 'official' rules governing electronic communication, though there have been attempts to establish one standard or another as the default. But As a general rule though, netiquette involves the same principles as plain old etiquette -- basic courtesy, respect and ethics.

**Some Email etiquette Tips:**

1. **Writing your Message**

Make your message clear, concise and as brief as possible. Email messages are not substitutes for long documents, letters or reports. Make them attachments to your email

1. **Think before you write, and think twice before you send**

It is much more difficult to take back something that you've written than something that you've said. Don't send anything in writing that you wouldn't feel comfortable saying to someone in person.

1. **Answer swiftly**

To send an email is a prompt procedure so nowadays people generally prefer it most. So any email should be replied at least 24 hours or if possible then in the same working day.

1. **Use proper structure and layout**

Since reading from a screen is more difficult than reading from paper, structure and layout are most important. Use short paragraph and single line space between each paragraph.

1. **Identify yourself and topic**

Recipients are more likely to respond when they can easily find the sender. This information can be provided with the help of signature field. The information in the subject line should be clear to receiver and the sender as well.

1. **Be concise and to the point**

Do not make your email longer than it needs to be. But at the same time do not make it incomplete. Answer all the questions if you are asked to give reply.

1. **Use proper grammar, spelling and punctuation**

Such mistakes create unprofessional image of a person, company or organization. Use spell checker. Putting of commas and full stops are also most important while writing a mail. For this avoid long sentences. do not write you full text in capitals.

1. **Remember that your audience might be international and inter-cultural**

Think that readers may not be familiar with aspects of your culture that you take for granted as "common knowledge." Provide a brief description of any term or idea that may be unfamiliar to members of your audience.

1. **Sending Email to multiple Recipients (Using the Bcc field)**

When sending email to multiple recipients, use the Bcc field. When you use this field to enter email addresses each one gets an individual email without seeing all the other recipients’ email addresses. There will be no long list of addresses before the email message.

1. **Be patient, and be polite**

Everyone online has a different level of familiarity with the language being spoken or the topic under consideration. Be polite and be patient with one another. In case of any misunderstanding, make every effort to resolve misunderstandings quickly and courteously.