

A close-up photograph of a hand resting on a computer mouse on a wooden desk. To the right of the hand is a large, three-dimensional '@' symbol made of light brown cardboard. The background is softly blurred, showing a laptop and other desk items. The overall lighting is warm and natural.

# *Emails*

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CAROLINE CAHILL

# ***Emails***

You need to be able to use emails to:

- communicate clearly
- Make a positive impression

# ***Acceptable Usage Policy***

- ACCEPTABLE USAGE POLICY AND GUIDELINES FOR THE INSTITUTE'S E-MAIL

A light teal, brushstroke-like graphic element in the top-left corner of the slide.

***Email etiquette is***

# ***Why should you care?***

Being able to communicate via email reflects your

- character,
- work ethic and
- attention to detail

# ***Why should you care?***

- **Professionalism:** Using proper email etiquette conveys a professional image of yourself.
- **Efficiency:** Emails that follow etiquette are direct and concise, conveying their message quickly

Use a concise and informative subject line.

Address the recipient by name.

Identify yourself – name, course number or meeting time.

Clearly state your purpose, followed by additional details as necessary.

Conclude the email.

Thank the recipient for their time.

When ending your email, use a formal sign-off such as:

Sincerely

Kind regards

Best wishes

and sign your name.

Subject: Submission of MS Word CA document

Hi Caroline,

I am a student of the BSc in XX and I am in your XXX class (student ID 20202121). I have a few questions about referencing sources for the CA that is due on Friday week, Oct 31<sup>st</sup>.

I'm not completely sure about the assignment's requirements and I was hoping we could discuss the assignment during this week please, possibly Wednesday at 11am?

If you are unavailable at that time, I could also meet you on Thursday after 12:00p.m.

Please reply with a time that is most convenient for you. Thank you for your time.

Kind Regards,  
Lucy Kelly

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Consider your audience. To whom are you writing this email?

Do not resort to a one-size-fits-all email. Different recipients require different approaches and language.

Focus on your purpose. What do you hope to accomplish by writing this email?

Do not assume the recipient will know who they are communicating with or what you are talking about. Be specific.

Use a professional and identifiable email address.

Do not assume email is private. Do not write anything you do not want to share.

Be mindful of your tone. In the absence of non-verbal cues, your message could be misinterpreted by the reader(s).

Do not expect an immediate response. Most have a 24–48-hour response window.

Keep message brief and to the point.

Do not respond to or write an email when you are angry or upset: Give yourself time to think before writing

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Write, read, and revise your message before sending.

(Copy & paste/write it in MS Word and spell-check!)

Do not write in ALL CAPS – your reader may perceive this as SHOUTING! Also, limit your use of exclamation points!!!!

Follow the conventions for effective paragraph writing.

Each paragraph (section) should focus on one idea.

Do not email your lecturer to ask them what you missed in class. Check the course online content, talk to a peer, and/or make an appointment to visit them during office hours.

Use complete sentences.

Do not write in textese or txt-speak. Avoid the use of emoticons.

Use the top-down method: Begin with the most important information, followed by additional information and an explanation.

Do not try to be funny in your email. Humour does not translate well in a text-based format.