**Assessment 2**

**PART A TASK1**

**1. Meeting or missing elements of an effective formal email:**

1. **Using organization email Id:** As the email serve as formal records, using the designated email account is crucial for professional communication standards. Usage of the organisation email id in this email meets the element of effective formal email.
2. **To: and Cc: Etiquette:** The To and Cc in any formal email are very essential. Without To the email lacks a clear recipient. The recipients those in To: need to take action and in Cc are given information about the mail sent. Here in the sample mail, we can find neither To: not Cc: which miss the elements of effective formal email.
3. **Subject Line:** Here we have a non-blank subject line. But it is neither specific nor formal which miss the elements of effective email. It is saying Issues and Questions -Need your input ASAP which is just general description. It no where includes a code or a concise description of email’s purpose and using abbreviation like ASAP is not formal.
4. **Greeting:** For meeting elements of an effective formal email, it is always best to begin email with a suitable greeting using either first name or title and surname which is missing here. Beginning with “Hey” is too casual for a formal email which miss the professionalism.
5. **Message/Body:** The body is important part of email which conveys the sender message to recipient. It is essential that mail body to highlight essential points that require clarification which is missing here. The mail explains the lowdown of project situation, but which project and what are the issues are not mentioned. Moreover, the mail body includes many informal terms like HICCUPS, NBD, thots, Lemme which should be avoided to meet the elements of effective formal email standards.
6. **Closing:** Closing with Cheers, John Test is too informal for professional email which miss the standards of effective formal email etiquette.

**2. Further improvements in the email:**

* 1. Include recipient’s email address in the “To:” field to ensure good direction in the communication.
  2. Use concise and descriptive subject line that represent’ s the email’s key intention.
  3. Use a formal greeting (e.g., “Dear [Recipient’s Name]).
  4. Avoid abbreviations, informal language, and slang instead adopt more formal and professional tone.
  5. Clearly state the purpose of the email in the opening paragraph.
  6. Organize the email body into structured paragraphs with clear points.
  7. Finish with a suitable phrase (e.g., “Regards”, “Sincerely”) followed by sender’s full name and title/position.

**3. Alternative Communication mode:**

Yes, absolutely in certain circumstances it is better to use an alternative communication mode instead of email. Let us discuss those modes and reason to use them.

1. **Urgent Messages:** For urgent messages requiring immediate attention, a phone call or in person communication might be preferrable or a meeting or video conference would be more suitable. This will allow for immediate clarification of doubts and helps in quick decision making.
2. **Sensitive Information:** We cannot share confidential information through mail. So, for this it is always better to choose in-person communication or any other confidential modes.
3. **Complex information:** For the complex information, it is always better to connect in a meeting or video conference and explain the things in detail which will avoid misunderstandings or confusions in the message delivery.

**References:**

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**PART A TASK2**

