

The background of the slide is a light gray gradient, decorated with several realistic water droplets of various sizes. Some droplets are at the top left, some are scattered in the middle, and a larger cluster is at the bottom right. The main title is centered in a large, bold, brown font.

Email Etiquettes

**Technical/Business
Communication**

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Components

- To (Recipient address)
- From (sender) – make sure this is clear
- CC
- BCC
- Subject
- Date and time of receipt
- Reply-to, forward, reply all
- Attachment

Dos and Don'ts

- Personalize with a salutation/greeting
- Account for tone – choice of words important
- Make the email address appropriate
- Include name and details at end of email – add as default
- Check spellings and grammar – proper punctuations, capitalization etc
- Keep it brief and concise

Dos and Don'ts

- 'reply to all' can be used with care – reply to admin – however..
- Have the courtesy to reply to an email even if sent to you accidentally or written by a junior – reply within 24 hours
- Don't fill the TO till you have proof read your email
- Ensure clarity of subject line - Make it meaningful – hi, hello? – will you get response?- Keep it short – 6-7 words – should match content
- Avoid too many attachments – 2 is good
- Only use an auto-responder when necessary.

Don't

- Use all CAPS – screaming or wAcKY CaPs
- Punctuation should not be abused - !!!!!, ????? – one serves the purpose
- Don't repeat company name in subject line – email ID should do
- Avoid using shortcuts to real words, emoticons, jargon, or slang – “4 U”, Gr8
- Keep the email clean – unnecessary email IDs, carets (>>>>)
- If sending the same email – change subject line
- “Urgent”, “exclusive”, “pioneering”
- **Don't include humor and sarcasm**

References

1. *Towson University*
2. <https://www.verticalresponse.com/blog/8-components-effective-email/>
3. <https://www.inc.com/guides/2010/06/email-etiquette.html>
4. <https://www.grammarly.com/blog/business-email-etiquette/>