**UNIT 5**

**Professional Correspondence**

**Course Objective:** To equip students with writing skills required for professional correspondence in

different contexts.

**Course Outcome:** Improve writing skills needed for professional correspondence in various contexts.

**Model Questions:**

1. Write the format of a memo.
2. Write two important guidelines for writing memos.
3. What are different methods of note taking?(2M)
4. What to include in minutes of meeting?
5. How to format a business letter?
6. What are different formats of business letters?
7. Explain different methods of note taking with examples.(12 M)
8. What are different formats of business letters? Explain (12 M)
9. Write a letter to the customer service department of a company asking for a refund for something you bought from them online.

In your letter:

* Describe the item you bought
* Outline what the problem is
* Explain why you want a refund

1. What are the phrases used for requesting and enquiring while writing a professional email.
2. Explain six important things to be included in minutes of meeting.
3. Explain different types of formal letters and give the format of formal letters.
4. Should e-mail replace the communication forms such as memos and letters? Explain your answer.
5. Write an e-mail to the following situation.

As a formal student, write an email to your professor, Dr. Tiwari, thanking him for teaching and guidance that contributed to your overall development. Sign the email as peter.

Outline: Successful – placed-grateful-help-advice-grooming-values-shaping my future-sincere-professional

**1. MEMORANDUM**

A memorandum, more commonly known as a *memo*, is a short message or record used for internal [communication](https://www.thoughtco.com/what-is-communication-1689877) in a business.

**Purpose of Memos**

Memos can be used to quickly communicate with a wide audience something brief but important, such as procedural changes, price increases, policy additions, meeting schedules, reminders for teams, or summaries of agreement terms.

**Writing Effective Memos**

An effective memo is "short, [concise](https://www.thoughtco.com/conciseness-speech-and-composition-1689902), highly organized, and never late. It should anticipate and answer all questions that a reader might have. It never provides unnecessary or confusing information."

Be clear, be focused, be brief yet complete. Take a professional tone and don't include any information that's too sensitive.

**Format**

* Start with the basics: to whom the [article](https://www.thoughtco.com/what-is-article-composition-1689004) is **addressed**, the **date**, and the **subject line**.
* Start the body of the memo with a **clear purpose**, state what you need the readers to know, and conclude with what you need readers to do, if necessary.
* Use **short paragraphs**, subheads, and where you can, use lists.
* Don't forget to [**proofread**](https://www.thoughtco.com/top-proofreading-tips-1691277). Reading aloud can help you find dropped words, repetition, and awkward sentences.

Model Question:

Following is an example of a memo letter sent to an employee regarding disciplinary action taken against him:

MEMO

To : Ranjit Yadav

From : T. Anuradha, HR Manager

Date : 11 January 2021

**Subject: Suspension without pay for absence without notice**

Please note that the company has decided to take disciplinary action against you for being absent from duty for 10 days without prior intimation. Keeping in mind earlier instances of unauthorized absence from work despite repeated warnings, management has decided to suspend you without pay for a period of one month with immediate effect.

We sincerely hope that you will cooperate with us and not take any unauthorized leave in future. Please note that repeated violation of company rules may result in termination. If you would like to appeal against this decision or have any questions regarding the action taken, please contact the HR department at the earliest.\*

T. Anuradha,

HR Manager.

**2. Note Taking**

Note-taking is the practice of writing down or otherwise recording key points of information. It's an important part of the [research](https://www.thoughtco.com/research-essays-and-reports-1692048) process. [Notes taken on class lectures or discussions](https://www.thoughtco.com/why-take-notes-in-literature-class-735173) may serve as study aids, while notes taken during an [interview](https://www.thoughtco.com/interview-composition-term-1691078) may provide material for an [essay](https://www.thoughtco.com/what-is-an-essay-1690674), [article](https://www.thoughtco.com/what-is-article-composition-1689004), or book.

**General Info**:

* Be sure of your purpose and the speaker's purpose.
* Sit up front so you can see and hear better.
* Ask questions if permitted; if not, jot down questions in your notebook.
* Soon after the presentation, review your notes, rewrite skimpy or incomplete parts, and fill in gaps you remember but didn't record.

**Format**:

* Record the date, place, topic/title and presenter.
* Number your pages.
* Use dark ink and write on one side of the page.
* Use a double entry notetaking system (see "Cornell Notetaking System" handout)
* Write neatly. Make notes complete and clear enough to understand when you come back to them.
* Use shorthand ('Fe' for iron, '=' for equals, '@' for at, etc.) and abbreviations. Feel free to develop your own set of abbreviations, but please put a key at the top of the page so your notes can be understood.
* Highlight important items with asterisks or draw circles or boxes around critical info. Indentation, underscoring and starring are also effective for indicating relative importance of items. Show uncertainty with a circled question mark.
* Leave plenty of white space for later additions. Skip lines. Leave space between main ideas.

**TAKING LECTURE NOTES**

**The Goal**: Capture the lecturer's ideas as accurately and fully as possible in the order the ideas are delivered, to allow for analyzing, reflecting and making them your own.

**The Reason**: To make a record of the lecture to fill the gaps created by the massive forgetting that will take place during and after the lecture.

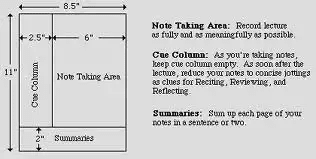
**5 Essential Steps for Mastering Your Notes**:

1. Record the information
2. Reduce the ideas to a key word or phrase in the left-hand margin
3. Recite it without looking at it, and if you can't, you don't know it
4. Review to get a complete picture of the ideas that were recited
5. Reflect by speculating on the implications of the facts and concepts

**Most Popular Note-Taking Methods**

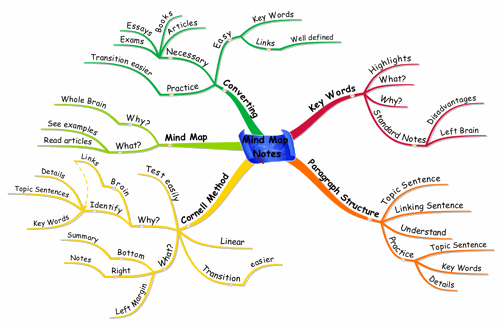
Note-taking aids in reflection, mentally reviewing what you write. To that end, there are certain methods of note-taking that are among the most popular:

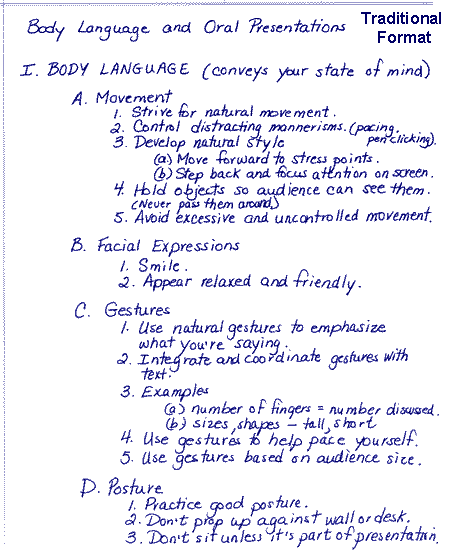
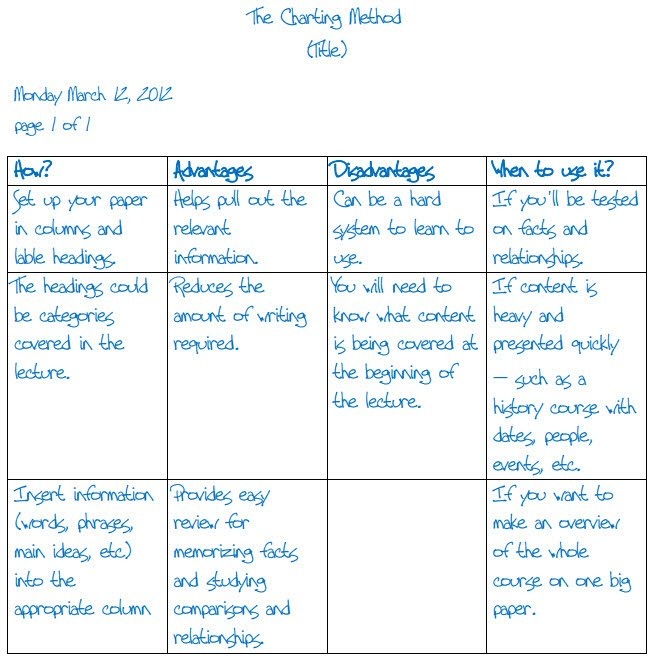
* ***The Cornell method***involves dividing a piece of paper into three sections: a space on the left for writing the main topics, a larger space on the right to write your notes, and a space at the bottom to summarize your notes. Review and clarify your notes as soon as possible after class. Summarize what you've written on the bottom of the page, and finally, study your notes.

**

* **Mind Mapping Method:**

Creating a ***mind map***isa visual diagram that lets you organize your notes in a two-dimensional structure. You create a mind map by writing the subject or headline in the center of the page, then add your notes in the form of branches that radiate outward from the center.



* ***Outlining*** is similar to creating an outline that you might use for a research paper.
* ***Charting***allows you to break up information into such categories as similarities and differences; dates, events, and impact; and pros and cons etc.

**3. Minutes of Meeting**

Meeting minutes are an important resource in many workplace settings. Recording the details of a meeting can help team members who may have been absent or need to refer a previously discussed topic. It takes some training to learn how to take minutes during a meeting and format them professionally. Some jobs may emphasise this skill more than others, such as executive assistants or administrative professionals.

**What are meeting minutes?**

Meeting minutes are notes taken during a company meeting. These notes serve as a record of the decisions made, actions planned and steps taken during the meeting. Meeting minutes dictate the actions that take place during the meeting, including assigned projects, delegated work and other important workplace decisions. This also helps employees who attended the meeting remember important discussion topics.

**What to include in meeting minutes**

When writing meeting minutes, your primary goal is to document all important details that might be useful for future reference. Here are some essential elements you might see included in your meeting minutes:

* The meeting agenda
* First and last names of attendees
* The date and time of the meeting
* Any formal announcements and/or important decisions made
* Details of attendance, including who joined late or left early
* Projects assigned, who's responsible for them and the deadlines
* Any corrections of previous meeting minutes
* Details about the next meeting date and time

**Importance of meeting minutes**

Meeting minutes can provide a record of important discussion topics within meetings. Here are some reasons meeting notes are important:

* **Helps keep track of the team's progress**
* **Acts as a reminder**
* **Acts as a reference for absentees**
* **Saves time**
* **Serves as corporate defence**

**How to take meeting minutes**

Follow these steps to take meeting minutes:

**1. Prepare a template**

Make sure the template has placeholders for specific meeting items and information. It can be a good idea to reach the meeting venue early and fill out the template as much as possible before the meeting begins.

Discuss the main agenda of the meeting beforehand with the meeting leader and, if possible, go through some previous records to build a suitable template. Once you know what to include in the meeting minutes, you can create your format and simply fill it in during the event.

Here are some common placeholders used in meeting minutes:

* Name of the organization
* Purpose of the meeting
* Start and end times
* Date and location
* List of attendees and absentees
* Space for important information, such as decisions made and responsibilities delegated
* Space for signatures
* An agenda (consult the meeting leader if in doubt)

**2. Take notes during the meeting.**

When the meeting starts, you can simply begin taking notes. You should note only the important factors of the meeting. Consider passing around an attendance sheet or check off individuals as they arrive. Record motions passed and make immediate notes to ensure accuracy. Be sure to ask for clarification when required.

Use shorthand or abbreviations to write your notes quickly. Use initials to identify meeting participants or an acronym to represent an important project.

**3. Transcribe the meeting minutes.**

Transcribe the complete document while things are fresh in your mind. The minutes can serve as a reminder of the commitments made in the meeting, so meeting participants often want details clearly stated. Review the template and add or subtract sub-headings and notes wherever required. Verify that you have noted all the key points clearly and correctly. Note any deadlines, events or other important dates mentioned in the meeting. Try to detail your report sufficiently to ensure you're providing valuable context.

The final document should be impartial, in a single tense, devoid of personal observations and fact-based. It may contain links to other documents in the meeting as an appendix, if appropriate, as well.

**4. Distribute and share meeting minutes.**

Have the meeting chair or leader review your minutes and make respective revisions and/or corrections prior to circulating the meeting minutes. Once complete, you typically type the minutes into an official record, receive approval from present leadership and, finally, forward your document to colleagues who require it.

**5. File and store meeting minutes.**

Finally, be sure to label and file your meeting minutes so you can easily retrieve them later. Consider creating and maintaining a clearly labelled digital or print folder. This can help you easily refer to the minutes at a later date.

**Meeting minutes example**

The following minutes represent a typical meeting of an organisation's board members. Note the formatting of the minutes so that the information is easy to scan for important details.

***DT LABS Pvt. Ltd.***

**\*Board of Directors Meeting**

**Date:** Thursday, June 11, 2020  
**Time:** 3:00 p.m.  
**Location:** DT Corp Headquarters, New Delhi

**Type:** Monthly meeting

**Members Present:**  
1. Vinod Kumar, President  
2. Amit Singh, Vice President  
3. Anand Joshi, Treasurer  
4. Ann Abraham  
5. Rahul Arora

**Members Absent:**  
1. Ayan Khastgir

**Proceedings:**  
1. The financial report provided by Vice President.  
2. Company tax return has been completed and filed. An annual review of the organisation's accounting procedures to be completed by July 2020.  
3. Trends from the past year's finances include an increased cash flow because of vendor changes enacted in 2019.  
**\*Adjournment:**  
Meeting adjourned at 4:35 p.m.\*  
***Authorised Signatories --/--***

**4. Business Letters**

Business letters are written messages to a person or group within a professional setting. Letters may vary in length depending on the writer’s objective, purpose, and message of the letter. The letter can address anyone including, but not limited to: clients and customers, managers, agencies, suppliers, and other business personnel or organizations. It is important to remember that any business letter is a **legal** document between the interested parties. These documents can be held for up to seven years, so it is important that all information is honest and legitimate.

**The difference between a business letter and other letters**

The main thing that differentiates a business letter from other letters is that a business letter is **a legal document.** The writer can be held liable for anything written in the letter. For example, if it is stated that a project will be completed by a certain date in a business letter, the project legally must be completed by that date. However, if the project can’t be completed by that date, another letter can be written stating that the project is behind schedule and why. For this reason, business letters must be written differently than letters used for personal use.

A business letter needs to be clear, focused, and to the point. When writing a business letter, the author should avoid interjecting personal stories.

A business letter needs to be concise and clear. Keep sentences short and precise. Avoid over usage of adjectives and adverbs that distract from the focus of the message. Organize the letter from most important subjects to least. The content of the letter should be persuasive and usable. The tone of the letter should be formal and professional.

Also, in a business letter, it is preferable to use personal singular pronouns like “I” and “you”. Avoid using plural pronouns like “we” since it can mislead the audience to assume that the company supports the message of the letter. In addition, personal pronouns are easier to understand, because it directly refers to the parties involved.

**Formatting Your Business Letter**

* Use single spacing. NEVER use double spaces within the business letter.
* Use a simple format with font that is easy to read.
* For block, and modified block formats use single spaces.
* Leave a blank line between each paragraph. This makes it easier to follow the changes of topics within the letter.

**The Introduction**

* This paragraph should introduce why you are writing the letter and sum up the key points in the following paragraphs.
* Include a statement that shows you are knowledgeable of the audience to which your letter is directed.

**The Body**

* Provide background or history regarding the purpose of the letter.
* Talk about key points you are making.
* Include a justification of the importance of the main points.
* List any important dates, discussions, and conversations that are relevant.
* Ask questions, if necessary.

**Conclusion**

* Summarize the main points of the letter.
* Restate the problem and resolution if pertinent.
* Include deadlines.
* Provide contact information (Email, Phone Number, Fax, Etc…).

**Closing Salutation**

It is important to take into account your audience when ending any business document. Being both respectful and professional are two important elements of your ending salutation. You must remember that each employer, boss, or co-worker may have different expectations as to what is acceptable as a proper salutation. A few general ending salutations deemed professional include:

* Sincerely,
* Respectfully yours,
* Yours truly,
* Best regards,

These should be used with individuals whom you do not have a relationship with, new co-workers, potential clients, or a large email to a wide variety of individuals. When you are sending a business document to an individual to whom you are accustomed, your salutation should change. Consider a professional salutation, which is not too formal. Examples include:

* Kind regards,
* Best regards,
* Many thanks,
* With appreciation,
* Best wishes,

When in doubt about which type of salutation should be used, a simple “Thanks” or Thank you” is always appropriate.

**“Signature Block”**

Always close a letter. ‘Sincerely’ would be the safest way to close out a business letter. On a typed business letter, following the closing, you should leave a space to sign your name with a pen. This will allow for a more personal touch on an otherwise bland letter. This is the only handwriting on the paper so make sure the signature is clear. Below this personal signature should be your typed first and last name to allow for easy reading.

**Tips on Writing Business Letters**

* Address the reader formally (Mr., Miss, or Mrs.) unless otherwise directed.
* Address the letter to a specific person whenever possible, and not the company so it does not get discarded.
* Use a colon after the salutation if using the reader’s last name and a comma if using their first name.
* Use company letterhead to make the document more professional, if the document is related to company affairs.
* Use a subject line to inform the reader quickly of the documents content.
* Sign your name in ink neatly at the bottom, between the closing and the Electronic Signature of the document.
* If a letter does not fill an entire page, put be sure the content of the letter is in the middle of is the page and the document is balanced.
* Be sure to list the people on the letter that you are sending copies to so a certain individual is not left out.
* It is okay to use specific pronouns, such as “I” and “You”, but be careful when using “We”. This is simply because it can commit your company to what you have written.

### A Note About Format and Font

**Block Format**

When writing business letters, you must pay special attention to the format and font used. The most common layout of a business letter is known as block format. Using this format, the entire letter is left justified and single spaced except for a double space between paragraphs.

**Modified Block**

Another widely utilized format is known as modified block format. In this type, the body of the letter and the sender's and recipient's addresses are left justified and single-spaced.

**Semi-Block**

The final, and least used, style is semi-block. It is much like the modified block style except that each paragraph is indented instead of left justified.

Keep in mind that different organizations have different format requirements for their professional communication.

**Font**

Another important factor in the readability of a letter is the font. The generally accepted font is Times New Roman, size 12, although other fonts such as Arial may be used. When choosing a font, always consider your audience. If you are writing to a conservative company, you may want to use Times New Roman. However, if you are writing to a more liberal company, you have a little more freedom when choosing fonts.

**Punctuation**

Punctuation after the salutation - use a colon (:)and a comma (,) after the closing.

**5. LETTERS**

**1. Cover letters**

A cover letter is a business letter typically sent with your resume when applying to a job. While not all employers require a cover letter, it is a great opportunity to explain your professional experience, qualifications and interest in the company and job.

A cover letter should include the following sections:

**Contact information**

At the top of your cover letter, include your name, phone number and email address to ensure the reader knows how to contact you after reviewing your application.

**Salutation**

Begin the letter by addressing the person to which you are writing the letter. This person may be the hiring manager, department head or other company representative identified in the job listing. Use a gender-neutral greeting such as “Dear Charlie Washington.”

If you’re unsure of their name, use the most relevant job title such as, *“Dear Hiring Manager,”* *“Dear Recruiter,” or “Dear XYZ Team Lead.”* Avoid using *“To Whom It May Concern,”* since it may come across outdated or impersonal.

**Purpose of the letter**

In your introduction, discuss why you are writing by mentioning the job title, the company name and where you found the job listing. Showcase your research on the job and company by expressing specific interest in both, explaining why you were drawn to the job posting and what interests you about their organization.

**Qualifying skills**

In the body of your letter, highlight the specific skills that make you a strong candidate for the open position. Your cover letter should complement your resume, so build off of the information in your resume to provide more specific details of your professional experience. If possible, include a brief anecdote that represents your relevant skills, experience and qualities from the employer’s job description.

**Conclusion**

End the cover letter with a memorable statement about why you are a good fit for the open position. Include a call-to-action that encourages the reader to follow up on your application should they want to interview you and learn more about how you could fit into their company.

**Sample Cover Letter**

1234 Main Street

Chennai-XXXXXX

**March 5, 2015**

HR Manager

ABC Technologies

Chennai-XXXXX

Dear Sir/Madam,

I would like to take this opportunity to introduce myself as a student at the University of Madras, pursuing M.S. degree in Computer Science. My expected graduation date is May of 2015. I am currently looking for intern/full time permanent positions with esteemed organizations like yours.

My curriculum, comprised of courses like Database Systems, Analysis of Algorithms, Web Technologies, Software Engineering, Networking, Specification and design of Graphical User Interface, has assisted me to gain profound knowledge in the field of Computer Science.

Adapting to various work cultures, identifying and resolving bottlenecks and prioritizing have been striking features of my working style. In addition to the above, I strongly believe in learning and sharing my knowledge with my colleagues. “Knowledge parted is knowledge gained” has been my motto in life. I am keen to learn and am sharp at identifying and solving problems.

I am confident that my background and knowledge in the Information Technology arena coupled with my strong technical skills in software languages will prove an asset to your organization and add immediate value to your organization.

I have enclosed my resume and would appreciate an opportunity to talk with you. Should you have any questions, please feel free to contact me. I look forward to hearing from you soon.

Yours faithfully,

Rithwik

### Sales letters

The purpose of a sales letter is to introduce a service or product to a client or customer. Sales professionals often use these letters when making new contacts with prospective buyers or strengthening relationships with longtime clients.

A sales letter often includes the following:

#### Description of product or service

Include specific details about the item or service you are offering. Consider identifying a possible solution this product or service provides to the recipient to best demonstrate its value.

#### Cost

Some letters include information about the price of the product or service, especially if the buyer is a current patron. It may be included if the cost was already discussed in a previous meeting as well.

#### Call to action

Include directions to the reader explaining how they should take action if they want to buy. You may include your contact information, the best times to reach you and a date by which they should reply to take advantage of your offer.

**Sample Sales Letter**

15 July 2039

Harrison Allen

ABC Textiles

435 Celina, Texas

Dear Mr. Allen,

We at ABC Textiles are glad to inform you about our new product. We are one of the renowned names in the textile industries and have a vast collection of fabrics.

This winter, we have released a new Snow Fabrics line. The products in this line are specially designed to withstand the cold weather and are warmer than our previous designs.They are also available in dark colors meant to trap the heat in for the best experience. We assure you that your customers will love the Snow Fabrics line.

If you have any queries, please contact ABC Textiles through abctext@website.com or call our office at (545) 456 789 00.

You can also visit our website abctextiles . com.

Sincerely,

Michelle Johannes

Marketing Manager,

ABC Textiles

**Inquiry Letter**

Inquiry letters are written for the purpose of asking for something from the recipient. Inquiries can be sent as a formal business letter (outside of your company) or as an e-mail. Before sending your inquiry, you should be certain that the information is not available through other means, such as the company website.

**Sample Inquiry Letter**

Street address  
City, State ZIP code  
Phone number

Date

Individual's name  
Job title  
Name of organization  
Street address  
City, State ZIP code

Dear Mr./Ms. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:

I am writing to ask you to consider an addition to your marketing team. Your organization has been in the news as a leader in the industry. I am an innovator of new ideas, an excellent communicator with buyers, and have a demonstrated history of marketing success. I believe I would be a good fit in your organization.

Currently, I market computer products for a major supplier using television, radio and news advertising. I have a reputation for seeing every project through to success.

Enclosed is my resume for your review and consideration. EFTG Industries has a reputation for excellence. I would like to use my talents to market your quality line of technical products. I will call you to further discuss your needs and how I could benefit your company. If you prefer, you may reach me in the evenings at (555) 555-5555.

Thank you for your time. I look forward to meeting you.

Sincerely,

(*Your Signature in blue or black ink*)  
Your typed name

### Complaint letters

Complaint letters are usually sent by consumers to businesses when they're unhappy with a service or product. Businesses may also occasionally need to write a complaint letter. For example, an employee may be asked to write a complaint letter on behalf of a company who is dissatisfied with a product.

Components of a complaint letter include:

**A formal greeting:** When writing to a company, it is acceptable to use “To Whom It May Concern” as it may be unclear who will read and act on your complaint.

**A description of the purchase:** Include all pertinent details, such as an account number or order number, what and how much of a product or service was purchased and when the transaction occured.

**Explanation of the problem:** Clearly state the problem you have encountered with the product or service. For instance, the product does not work properly, the service was not performed correctly, you were billed the wrong amount, something was not disclosed clearly or was misrepresented.

**Specific request or resolution needed:** Propose a satisfactory solution, such as a refund or discount on services performed, a repair or an exchange.

**Sample Complaint Letter**

[Date of Writing]

[Recipients Name]

[Recipients Address]

[Recipients Contacts]

SUBJECT: Complaint Letter for Poor services

Dear Mr./ Mrs./ Miss. [Last Name]

I am writing this letter to show my dissatisfaction with the home theatre I bought at your shops located on Greenspace Avenue on 20th July 2020. Upon reaching home, I noticed that the home theatre had a lot of defects. First, there was a missing adapter cable. Alongside with that, there left speaker wasn’t functioning properly as the right counterpart.

The home theatre doesn’t produce the acceptable quality and therefore, faulty. This system doesn’t match the one I was shown on display. One of the display was fully functional, and that convinced me to buy the system. I, therefore, saw it good to write this letter to reinforce our previous conversation from the phone.

I would like to have a replacement of the entire home theatre. Besides, I am giving you a period of 14 days to get the issue solved. Upon the expiry of the timeline, I will take further action by lodging formal complaints with the consumer affairs in my respective state.

Feel free to contact me through my phone number +1 626 43434343 or my email steve@email.com. I am ready and willing to discuss the issue further. Attached are the photocopies of the receipt for proof of purchase.

Yours sincerely,

[Your name]

Signature

# Netiquette

**What is netiquette?**

Netiquette is a made-up word from the words net and etiquette. Netiquette thus describes the rules of conduct for respectful and appropriate communication on the internet.

Netiquette is often referred to as etiquette for the internet. These are not legally binding rules, but recommended rules of etiquette.

**Netiquette: General rules of conduct**

When communicating on the internet, you should always remember that you are communicating with people and not simply with computers or smartphones. As in the real world, rules of etiquette are necessary on the internet. Netiquette is therefore important to avoid adverse consequences.

**1. Stick to the rules of conduct online that you follow in real life**

When communicating online, remember the rules of etiquette that you follow in your everyday life. Refrain from insulting, provoking, threatening or insulting others. Respect the opinions of your chat counterparts and express constructive criticism. Remember that you can be prosecuted for insulting people online.

**2. Netiquette: Think of the person**

Think of the person behind the computer when you compose your messages. You are not communicating with a machine, but with real people. Also, consider what and how you write. Because the internet doesn't forget anything! A screenshot or a copy of your messages is quickly made and still exists even if you delete your messages afterward.

**3. Present your best side online**

Communication on the internet comes with a certain anonymity that does not exist in real life when you are talking to someone face to face. Often this anonymity leads to a lower inhibition threshold for many users and they behave rudely online if, for example, you disagree with them.

Make sure that you show your best side online. Remain friendly and respectful, even if you disagree. Good netiquette is characterized by respect, politeness and professionalism.

**4. Read first, then ask**

Do you have a question about something? Then take the time to carefully read the answers in the previous discussion posts first. There is a good chance that someone has already answered your question. If you write an answer similar to someone else's, it shows the other chat participants that you have paid little attention to the conversation so far.

Remember that conversations online can happen very quickly. It is therefore important to gather all the information before responding or asking questions.

**5. Netiquette: Pay attention to grammar and punctuation**

Take time to read through your answers again. Check them for grammar, punctuation and correct spelling. It can be very frustrating for the other person if they have to decipher poorly written sentences in order grasp the meaning behind them. In addition, faulty grammar distracts from the goal of your message.

Grammar, spelling and punctuation become especially important when composing emails or other correspondence that you submit to colleagues or superiors. If you have a weakness in grammar and spelling, don't be discouraged. Use spelling aids before you send messages.

**6. Respect the privacy of others**

This rule should be followed not only in everyday use of online communication, but also at work. Do not simply forward information that has been sent to you without first obtaining permission from the original sender. When sending private emails to multiple recipients, use BCC (blind carbon copy) instead of CC (carbon copy). Many people do not like their names and email addresses being passed on to people they do not know themselves.

This rule on the internet also applies to uploading and sharing photos or videos that show other people. Before circulating such private files, be sure to check with the people concerned before doing so.

**7. Respect the time and bandwidth of others**

We live in a much faster world than our parents or grandparents are used to. Information can be sent to different people around the world in a matter of seconds – and without much effort. Nevertheless, the bandwidth, that is to say the information capacity of wires and channels, is limited. It is similar with humans. Think of this limited receptivity of information when you send messages to your friends, colleagues or superiors.

**8. Forgive the mistakes of others**

Everyone who goes online to forums and networks was once a beginner. As in any other field, you can make mistakes as a beginner. In online communication, these can be a lack of etiquette or manners.

Often these are spelling mistakes, superfluous questions or answers that are too long. With this in mind, it's important to forgive your counterparts' mistakes. If they are only minor mistakes, it is best not to react to them at all. In the event of a major error, for example a wrong quote, messages written only in capital letters or missing grammar and punctuation, then it is best to point it out to the person in a private message.

**9. Netiquette: Don't abuse your power**

On the internet, as in real life, some people have more power than others. Moderators in a forum, experts in companies or system administrators. If you have more power than others, you do not have the right to exploit this power. Don't spy on colleagues or chat participants just because you have the technical means to do so. For example, system administrators should never read private emails or find out about the salary structure in the company.

**10. Help keep flame wars under control**

Flame wars are messages that contain aggressive personal criticism or attacks on a person. In group chats, heated discussions often degenerate into so-called flame wars. If you get into such a discussion, you should stay out of it. Always remember that you should treat others as you would like to be treated. Profanity is not part of netiquette.

Also remember that insults and threats on the internet can have legal consequences for you. For this reason, do not be tempted to make such comments, even in heated discussions. Instead, demonstrate exemplary conduct on the internet.