<u>Email etiquette</u>

Email etiquette is crucial because it helps convey professionalism and clarity when communicating with professors, peers, recruiters, or potential employers.

1. Importance of Email Etiquette

Creates a positive impression.

- Ensures clear and effective communication.
- Demonstrates professionalism and attention to detail.
- Helps maintain proper documentation for academic and professional interactions.

2. Structure of a Professional Email

A. Subject Line

- Keep it clear and concise (e.g., "Query Regarding Project Submission," "Request for Appointment," or "Internship Application - [Your Name]").
- Avoid vague or generic subject lines like "Hi" or "Important."

B. Greeting

- Start formally, addressing the recipient by their title and last name (e.g., "Dear Prof. Sharma," or "Respected Sir/Madam").
- If unsure of the recipient's gender, use their full name (e.g., "Dear Alex Smith").

C. Body

1. Opening Line:

Introduce yourself if you're emailing for the first time.

Example: "I am [Your Name], a final-year B.Tech student in [Department] at [University Name]."

2. Main Message:

- Be specific and concise about your purpose.
- Use short paragraphs or bullet points for clarity.
- Example: "I am writing to request guidance on my final-year project. I am particularly interested in [specific topic]."

3. Closing Line:

- Express gratitude or outline next steps.
- Example: "Thank you for your time and assistance. I look forward to your response."

D. Closing and Signature

End with a professional closing:

"Best regards,"

"Sincerely,"

"Yours faithfully,"

Include your full name, designation (e.g., "Final-Year B.Tech Student"), and contact information.

3. Key Email Etiquette Tips

A. General Guidelines

- Use a professional email address (e.g., firstname.lastname@example.com).
- Keep the tone polite and formal.
- Avoid using slang, emojis, or informal abbreviations (e.g., "plz," "u," or "thx").

B. Formatting

- Write in short, clear sentences.
- Avoid writing in ALL CAPS or excessive punctuation (e.g., "URGENT!!!!").
- Use professional fonts like Arial, Calibri, or Times New Roman in 10–12 pt size.

C. Proofreading

- Check for spelling, grammar, and punctuation errors before sending.
- Read the email aloud to ensure clarity.

D. Attachments

- Mention the attachment in the body of the email (e.g., "Please find attached my resume for your reference").
- Use clear, descriptive file names (e.g., "RahulSharma_Resume.pdf").

E. Response Time

- Reply promptly, ideally within 24–48 hours.
- If you need more time to respond, acknowledge receipt and provide a timeline (e.g., "Thank you for your email. I will get back to you by [date].").

4. Common Mistakes to Avoid

- Ignoring the Subject Line: Always include a relevant subject line.
- Using Informal Language: Avoid casual expressions like "Hey" or "What's up?"
- Forgetting Attachments: Double-check attachments before sending.
- Sending Unnecessary Emails: Avoid overloading the recipient's inbox; combine queries into one email.
- CC/BCC Misuse: Use "CC" for keeping others in the loop and "BCC" for protecting recipients' privacy.

5. Sample Email Templates

A. Email to a Professor for Clarification

Subject: Request for Clarification on [Topic/Subject]

Dear Prof. [Last Name],

I hope this email finds you well. I am [Your Name], a student in your [Course Name] class. I have a query regarding [specific topic or assignment]. Could you please clarify [specific question]?

Thank you for your time and assistance.

Best regards,

[Your Name]

[Contact Information]

B. Email for Internship Inquiry

Subject: Internship Opportunity Inquiry - [Your Name]

Dear [Recipient's Name],

I am [Your Name], a [Year] B.Tech student specializing in [Branch] at [University]. I am writing to express my interest in internship opportunities at [Company Name].

Attached, please find my resume for your consideration. I would be grateful if we could discuss how I can contribute to your team.

Thank you for considering my application. I look forward to hearing from you.

Sincerely,

[Your Name]

[Contact Information]

C. Email for Project Collaboration

Subject: Proposal for Collaboration on [Project Name]

Dear [Recipient's Name],

I hope this message finds you well. I am [Your Name], a final-year B.Tech student working on [specific area]. I believe your expertise in [their field] would be invaluable for this project.

Would you be open to discussing this further? Please let me know a convenient time for you.

Thank you for considering my request.

Best regards,

[Your Name]

[Contact Information]

6. Advantages of Following Email Etiquette

- Ensures your emails are read and understood.

- Reflects your professionalism and attention to detail.

- Builds positive relationships with recipients.

- Helps avoid misunderstandings and miscommunications.

Business etiquette

1. What is Business Etiquette?

Business etiquette refers to a set of conventional rules of behavior and interaction in a professional environment. It ensures respect, professionalism, and efficiency in the workplace.

2. Key Areas of Business Etiquette

A. Professional Appearance

- Dress Code: Wear formal attire suited for corporate settings (e.g., suits, shirts, trousers, formal dresses).

- Grooming: Ensure neatness; maintain proper hygiene.

- Accessories: Minimal and professional (e.g., avoid flashy jewelry).

B. Communication Etiquette

Verbal Communication:

- Be polite and clear.

- Use professional language; avoid slang.

- Maintain a respectful tone, regardless of the situation.

Non-Verbal Communication:

- Maintain eye contact to show attentiveness.

- Avoid crossing arms or showing disinterest.

- Use firm and confident handshakes.

- Email and Written Communication:

- Use formal greetings and sign-offs.

- Be concise and error-free in your writing.

- Avoid using all caps or informal abbreviations (e.g., "pls," "thx").

C. Meeting Etiquette

- Arrive on time or a few minutes early.

- Prepare in advance by reviewing the agenda.

- Avoid interrupting; listen actively.

- Take notes if necessary and contribute constructively.

D. Networking Etiquette

- Introduce yourself clearly with a smile and handshake.

- Exchange business cards professionally.

- Show interest by asking relevant questions about others' work.

E. Workplace Behavior

- Respect colleagues' time and workspace.

- Keep phone usage to a minimum during working hours.

- Be courteous and avoid gossip.

F. Dining Etiquette

- Follow table manners: wait for everyone before starting, avoid talking with your mouth full.

- Know basic utensil usage.

- Offer to pay your share if it's a group setting unless hosted by someone else.

3. Importance of Business Etiquette

- Enhances professional image and builds trust.

- Facilitates smoother communication and collaboration.

- Boosts career growth by showcasing professionalism.

4. Tips for Practicing Business Etiquette

- Observe and adapt to the company's culture.

- Practice active listening.

- Continuously seek feedback to improve.

Telephone etiquette

1. Importance of Telephone Etiquette

Creates a positive impression.

Enhances communication skills.

Avoids misunderstandings during discussions.

Builds professionalism in academic and corporate settings.

2. General Guidelines for Telephone Etiquette

A. Before the Call

1. Plan the Call:

Know the purpose of your call and key points to discuss.

Keep necessary documents or details handy.

2. Choose a Quiet Location:

Avoid background noise for better communication.

Ensure you have a stable signal if using a mobile phone.

3. Check Timing:

Call during business hours (typically 9 AM to 6 PM).

Avoid calling during early mornings, late nights, or weekends unless urgent.

B. During the Call

1. Start Professionally:

Greet the recipient politely (e.g., "Good morning, this is [Your Name]").

Introduce yourself and state your purpose clearly.

Example: "Good afternoon, I'm Rahul Sharma, a final-year B.Tech student from [University]. I'd like to discuss my application for the internship position."

2. Speak Clearly and Courteously:

Use a moderate tone and pace.

Avoid speaking too fast or too loudly.

Do not interrupt the speaker; wait for your turn.

3. Use Polite Language:

Use phrases like "May I," "Could you please," "Thank you," and "I appreciate it."

Avoid slang or casual expressions.

4. Stay Focused:

Keep the conversation on topic.

Avoid multitasking during the call.

C. Ending the Call

1. Summarize:

Recap the key points discussed (e.g., "So, to confirm, I will send my project report by Friday.").

2. Express Gratitude:

Thank the recipient for their time and assistance (e.g., "Thank you for your help. I appreciate it.").

3. End Politely:

Use a professional closing like "Have a great day" or "Goodbye."

Wait for the other person to hang up before disconnecting.

3. Voice Mail Etiquette

If the recipient doesn't answer, leave a clear and concise voicemail:

1. State your name and purpose.

2. Provide your contact number.

3. Example:

"Hello, this is Priya Singh, a final-year B.Tech student from [University]. I am calling to inquire about the internship program at your company. Please call me back at [Your Number] at your convenience. Thank you."

4. Handling Incoming Calls

1. Answer Promptly:

Pick up the call within 2-3 rings.

Greet the caller professionally (e.g., "Hello, this is [Your Name], how may I help you?").

2. Take Notes:

Keep a pen and notepad ready to jot down important details.

3. Transfer Calls When Necessary:

Politely inform the caller: "Let me transfer your call to [Name/Department] who can assist you better."

5. Handling Difficult Situations

Dropped Calls:

Call back immediately and apologize briefly: "Sorry, the call got disconnected. Let's continue."

Unclear Audio:

Politely request clarification: "I'm sorry, could you repeat that? The line is unclear.

Angry Callers:

Stay calm and professional.

Listen actively and respond politely without arguing.

6. Telephone Etiquette for Virtual Meetings

1. Join on Time:

Be punctual and prepared.

2. Mute When Not Speaking:

Avoid background noise disrupting the meeting.

3. Introduce Yourself:

Example: "This is [Your Name] from [Department]."

4. Be Concise:

Keep your points brief and focused.

7. Common Mistakes to Avoid

Interrupting: Always let the other person finish speaking.

Multitasking: Focus entirely on the call.

Speaking Too Fast: Maintain a moderate and clear pace.

Using Speakerphone: Avoid unless necessary or in a private setting.

Background Noise: Ensure a quiet environment to maintain professionalism.

8. Advantages of Good Telephone Etiquette

Builds confidence and professionalism.

Ensures clarity and avoids miscommunication.

Strengthens relationships with professors, recruiters, and peers.

Enhances chances of success during internship or job interviews conducted over the phone.