

E-mail Etiquette

Please follow the recommendations listed below regarding e-mail etiquette.

- Ensure message is necessary
- Use accurate, concise, and specific subject line (“Request for Beta Test Data for Project 12”)
- Choose appropriate language, tone, and organization
- Never send angry, condescending, or emotional messages
- Limit use of block capitals (YELLING!) or other special formatting
- Use high-priority feature for urgent messages only
- Keep to one topic or purpose per e-mail and keep sentences/paragraphs short
- Refer clearly to the message to which you are responding
- Use block format. Do not indent paragraphs.
- Open attachments only when you are confident about the source
- Use smiley faces and abbreviations sparingly and only with people you know
- Use “reply-all” function cautiously
- When appropriate, use formal salutations and closings. When addressing someone you don’t know or someone in a position of authority, begin with a formal salutation (Dear Ms. Claggett:) and end with a formal closing (Sincerely,). For a familiar recipient, you may be less formal (Hello, Regards).

Typical Closings: respectfully, regards, best, all the best, best wishes, sincerely, cheers...

- Close with your name, program of study, name of school, name of college, email address

Your name

Program of Study

School of Applied Sciences and Computing

St. Lawrence College, Kingston

e-mail address

- Carefully revise, edit, and proofread before sending