## Elements of an email

* Subject Line
* Opening Salutation
* Body
  + Introduction
  + Details
  + Conclusion
* Relational Closing
* Closing Salutation
* Signature

## Types of email

* + Request
  + Inquiry
  + Confirmation
  + Complaint
  + Escalation
  + Follow-up
  + Chaser
  + Thread
  + Apology
  + Invitation
  + AutoResponder