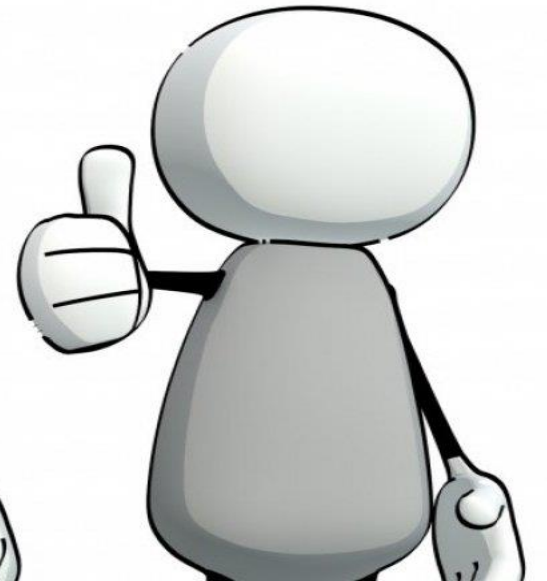
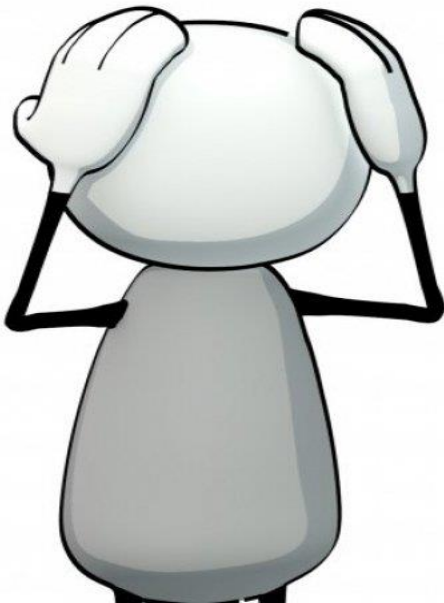
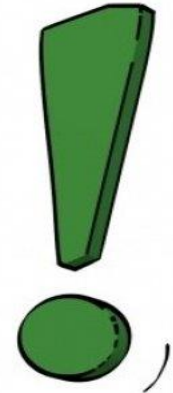
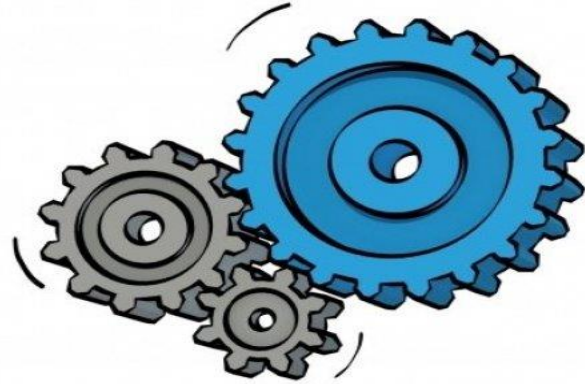




# What is an email?



# *Basic email structure*

Learn the poem to remember.	Content
Something old.	Recipient's information
Something new.	Subject
What to do?	Salutation and what you wish to convey him or her.
I love you!	(Signoff / Closing / Ending) with your details



# Poll Question

**What is an email?**

- A. A letter you get in your mailbox
- B. A mail bird
- C. A message you send on your computer/ laptop
- D. A coupon that is mailed to your house

# Poll Answer

What is an email?

- A. A letter you get in your mailbox
- B. A mail bird
- C. A message you send on your computer/ laptop
- D. A coupon that is mailed to your house

# COMMON ERRORS IN EMAIL WRITING



- Considering email account same as Whatsapp account



- Using SMS language while writing official emails



# Poll Question

**Your email address is a representation of \_\_\_\_\_.**

- A. your school
- B. you
- C. your work ethic
- D. your teacher

# Poll Answer

Your email address is a representation of \_\_\_\_\_.

- A. your school
- B. you
- C. your work ethic
- D. your teacher



# COMMON ERRORS IN EMAIL WRITING



- Using Informal Display Picture on an official email account.



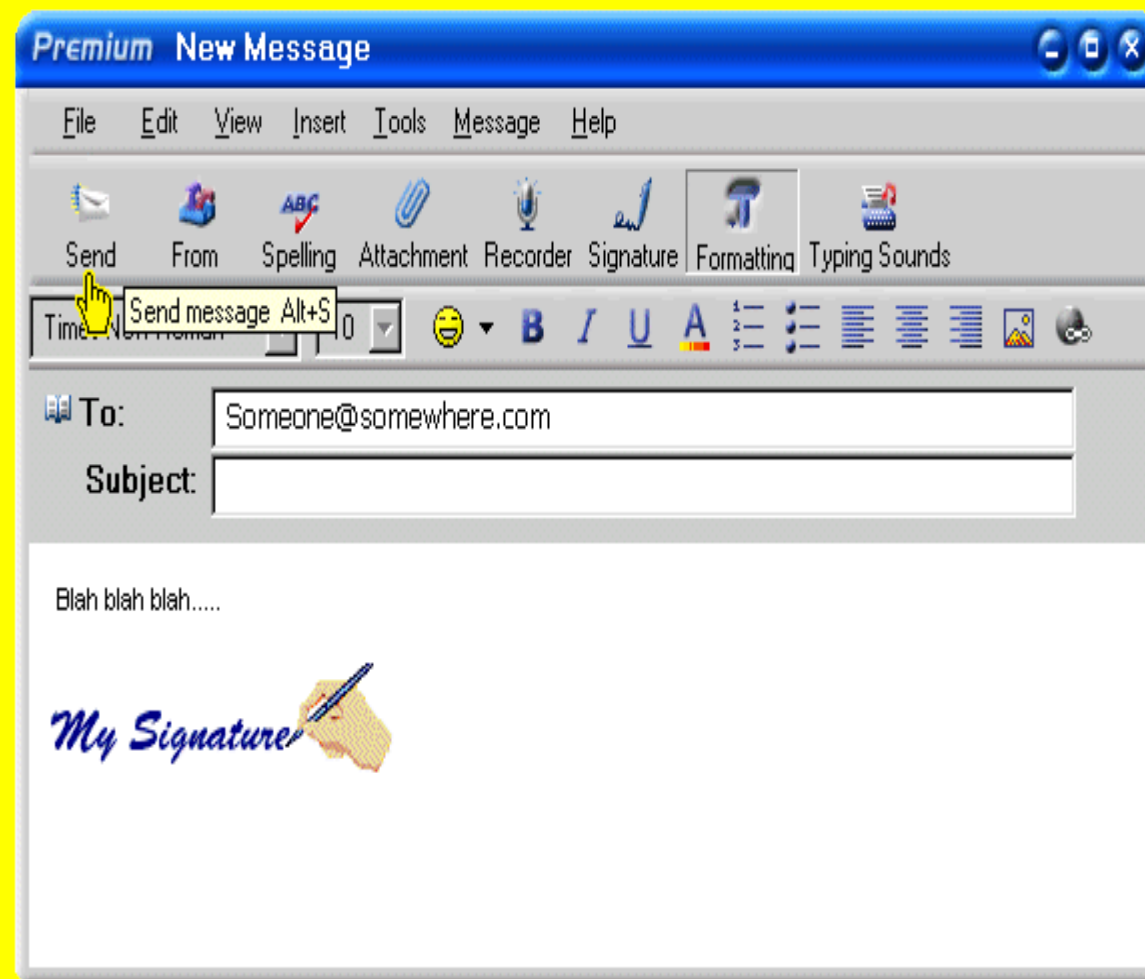
- Not Reverting to an email



# COMMON ERRORS IN EMAIL WRITING



- Not putting signatures
- Email written without writing Subject heading





# Do's and Don'ts



# Never substitute email for necessary face-to-face meetings

Eg.

- Feedback
- Firing
- Reprimanding



# Don't assume that everyone reads email immediately

speed of transmission does not  
guarantee speed of communication





# Never send an email message written in capital letters

Reflects Mood



# Poll Question

. Typing emails in ALL CAPS is the same as

\_\_\_\_\_.

- A. messaging
- B. browsing
- C. shouting
- D. making a point



# Poll Answer

. Typing emails in ALL CAPS is the same as \_\_\_\_\_.

- A. messaging
- B. browsing
- C. shouting
- D. making a point

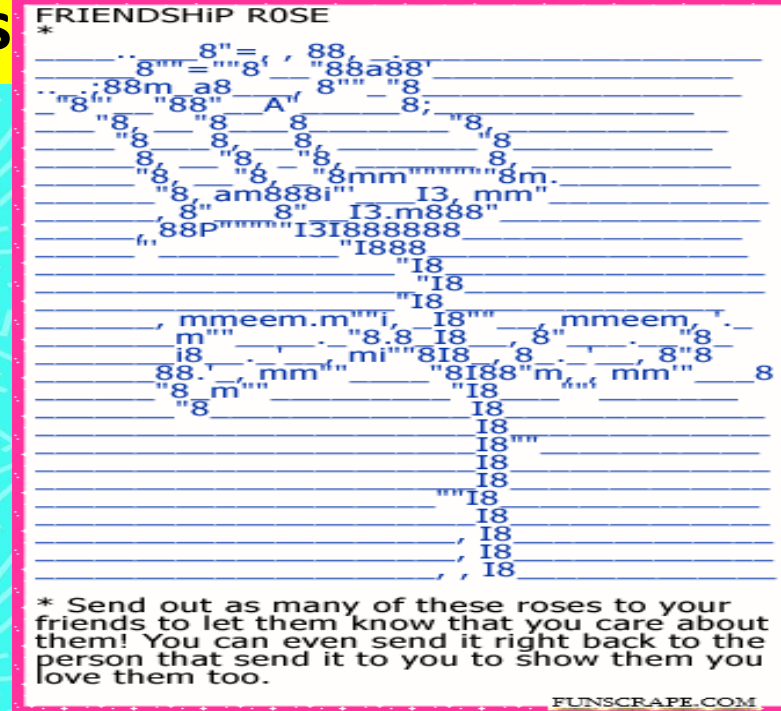
# Never forward jokes, spam, chain letters, or advertisements



Annoyance

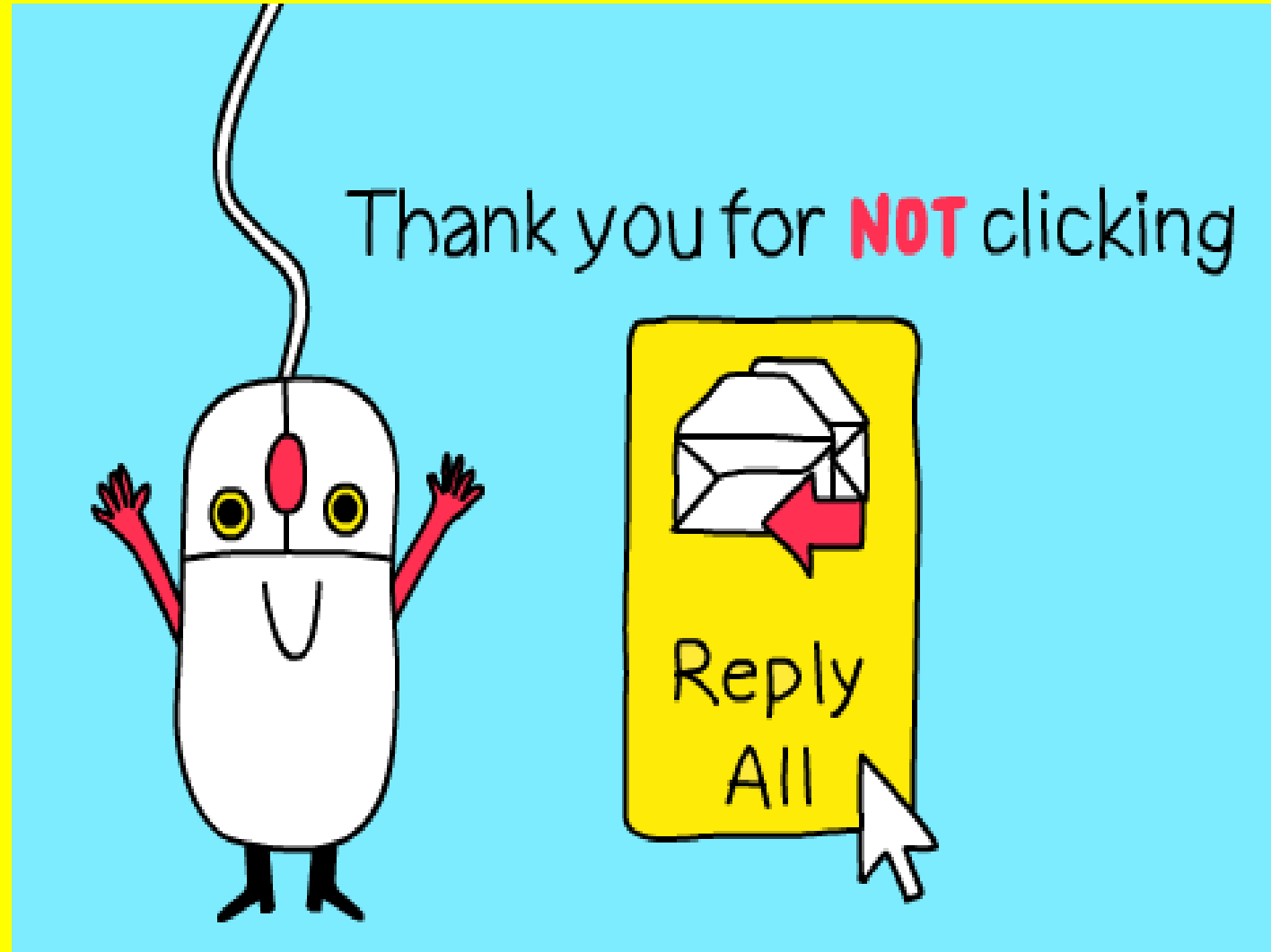
Opinion

Wastage of resources



# Do not reply to everyone who received an email

- Filling inbox
- Wasting time
- No concern



# Poll Question

**. When you "Reply All", who receives the email?**

- A. Only the sender
- B. You and the sender
- C. Everyone who received the initial email
- D. Everyone plus you

# Poll Answer

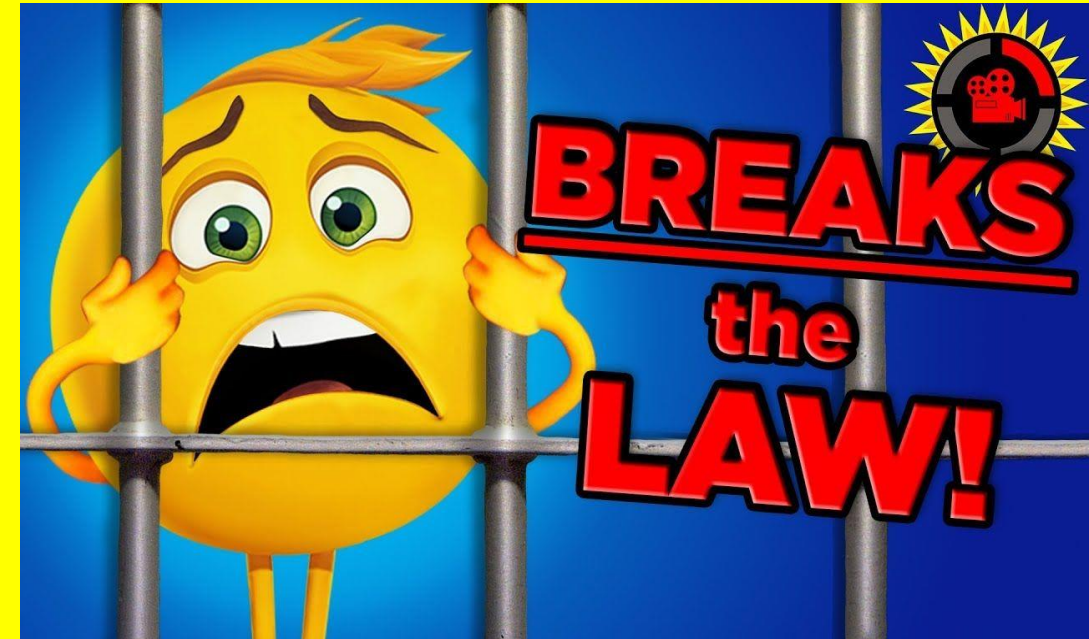
. When you "Reply All", who receives the email?

- A. Only the sender
- B. You and the sender
- C. Everyone who received the initial email
- D. Everyone plus you



# Do not use email for any illegal or unethical purpose

- Proof
- Black and White
- Trouble



# Address with care

## Differences between TO, CC, BCC

- ▶ When you send an e-mail, specify contacts with the headers TO, CC, BCC as the following:
  - ▶ TO: People for which the message is aimed specifically.
  - ▶ CC (Carbon file): People to whom a copy of the email will be delivered, but they are notified with all addresses the message is sent to.
  - ▶ BCC (Blind Carbon file): People to whom a copy of the email will be delivered, but they don't know which addresses the message is sent to.



The To, Cc and Bcc emails

# Poll Question

**What does BCC stand for?**

- A. Behind Carbon Copy
- B. Business Copy Carbon
- C. Blind Copy Copy
- D. Blind Carbon Copy



# Poll Answer

**What does BCC stand for?**

- A. Behind Carbon Copy
- B. Business Copy Carbon
- C. Blind Copy Copy
- **D. Blind Carbon Copy**

# Poll Question

What is the first part of an email address called? (the blue part)

**lsedlacek@canyoncreekschool.org**

- A. Log In
- B. User Name
- C. Host Name
- D. Recipient

# Poll Answer

What is the first part of an email address called? (the blue part)  
**lsedlacek@canyoncreekschool.org**

- A. Log In
- **B. User Name**
- C. Host Name
- D. Recipient

# Poll Question

**What does "cc" stand for in the address bar?**

- A. Copy Cat
- B. Counting Coins
- C. Carbon Copy
- D. Clueless Captain

# Poll Answer

What does "cc" stand for in the address bar?

- A. Copy Cat
- B. Counting Coins
- C. Carbon Copy
- D. Clueless Captain

# What's your subject?

- Fill in the subject line
- succinctly identify with content
- Phrases
- Reflecting urgency/ importance



# **Poll Question**

**. Mrs. Collins, I will not be in class next week because I am going out of town to visit family" is an example of a good Subject Line.**

- A. TRUE**
- B. FALSE**

# Poll Answer

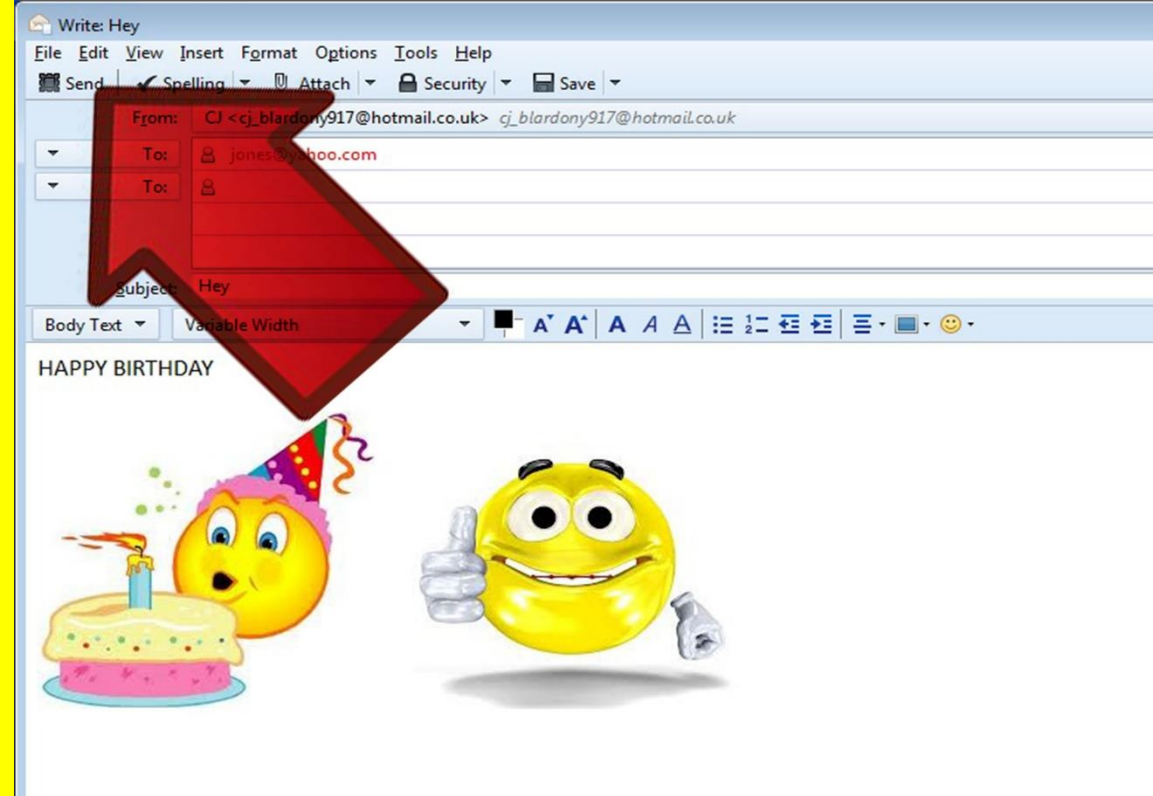
. Mrs. Collins, I will not be in class next week because I am going out of town to visit family" is an example of a good Subject Line.

- A. TRUE
- B. FALSE



# Watch those symbols

- better suited for casual messages
- Confusion
- Impression



# **Poll Question**

**Dear Mrs. Smith,**

**I will b l8 for class. please tell me wat i missed. thank u.**

**Sincerely,**

**Joe Schmo**

**Which rule is being broken in this email?**

- A. Don't use slang or abbreviations
- B. Use a greeting
- C. Sign off with your full name
- D. Be careful when replying

# Poll Answer

Dear Mrs. Smith,

I will b l8 for class. please tell me wat i missed. thank u.

Sincerely,

Joe Schmo

Which rule is being broken in this email?

- A. Don't use slang or abbreviations
- B. Use a greeting
- C. Sign off with your full name
- D. Be careful when replying

# Salutations

## Formal

- Dear Mr. Khan,
- Dear Ms. Cubbins,
- Dear Hiring Manager,
- Dear HR Manager,
- Dear Scholarship Committee,

## Informal

- Hello, Jessica,
- Hey, Jim,
- Alexis, I wanted to update....
- Greetings, Priya!
- ~~Dear Mr. Dan,~~



When You Have  
a Contact Person:

- Dear Mr. Jones,
- Dear Ms. Smith:

When You Don't  
Have a Contact Person:

- Dear Sir or Madam,
- Dear Hiring Manager,
- To Whom It May Concern:



# Poll Question

. "Good Morning Mr. Thomas" is an example of a \_\_\_\_\_.

- A. Salutation
- B. Closing Statement
- C. Email Body
- D. CC

# Poll Answer

. "Good Morning Mr. Thomas" is an example of a \_\_\_\_\_.

- A. Salutation
- B. Closing Statement
- C. Email Body
- D. CC



- **Closings**

- a strong finish
- information about yourself/ auto sign off

- **Check it over**

- clearly organized and grammatically correct
- complete sentences
- Spell check and punctuation

# Poll Question

**You should \_\_\_\_\_ your emails before sending. Once they are sent you cannot get them back.**

- A. return
- B. reply
- C. review
- D. remind



# Poll Answer

You should \_\_\_\_\_ your emails before sending. Once they are sent you cannot get them back.

- A. return
- B. reply
- C. review
- D. remind



- **Keep messages short**

- 15-30 seconds to read and absorb
- Less is more
- message fits onto the first screen
- psychological block

- **Establish the right tone upfront**

- Wrong note leads to difficult time connecting
- “Subject” line and the first three words of a note establish the tone



- **Keep your objective in mind**
  - a clear objective
  - Reader's reaction to your note
  - Check and reword the message
- **Avoid sarcasm**
  - come back and haunt you

# Poll Question

**"C ya l8r. Tk cr" is an appropriate closing statement.**

- A. TRUE
- B. FALSE

# Poll Answer

"C ya l8r. Tk cr" is an appropriate closing statement.

- A. TRUE
- B. FALSE



- **Credibility-Pronouns and negative words**
  - avoid pronouns like 'I', 'You'
  - avoid absolutes like 'never', 'always', 'impossible' or 'cannot'

# **Poll Question**

**Which of these is NOT a rule to follow when sending a professional/ business email?**

- A. Include a subject line
- B. Using receiver's first names
- C. Using greeting
- D. signing your full name

# Poll Answer

Which of these is NOT a rule to follow when sending a professional/business email?

- A. Include a subject line
- B. Using receiver's first names
- C. Using greeting
- D. signing your full name



# Opening Sentence

- ❖ Needs to be concise.
- ❖ Best to get straight to the point
- ❖ Include maximum of four paragraphs and each paragraph should contain a single point.
- ❖ The first sentence can be a greeting if the situation allows it.
- ✓ I hope all is well with you.
- ✓ Thank you for your prompt response.

# Poll Question

**The Subject Line is used for:**

- A. Writing the email message
- B. Giving a brief description of the email
- C. Homework Assignments
- D. Emoticons

# Poll Answer

The Subject Line is used for:

- A. Writing the email message
- B. Giving a brief description of the email
- C. Homework Assignments
- D. Emoticons

# Starting Your Email

- |                                 |                               |                           |
|---------------------------------|-------------------------------|---------------------------|
| 1. This letter/ email is to ... | 6. Would you please ... .     | 10. Unfortunately ... .   |
| 2. I am writing to ... .        | 7. Please email me ... .      | 11. I'm sorry about ... . |
| 3. I am pleased to ... .        | 8. Just a quick note to ... . | 12. I apologize for ... . |
| 4. I'd be pleased if you ... .  | 9. I am sorry to inform you   |                           |
| 5. Could you please ... .       | ... .                         |                           |

# Starting Your Email

Replying to a previous email	Giving brief updates
● “Thanks for the information.”	● “Just a quick note to tell you...”
● “Thanks for your phone call.”	● “Just a quick note to let you know...”
● “Thanks for getting me the figures.”	● “Just to update you on...”

# Poll Question

**If you need to discuss something private which rule should you remember?**

- A. Use a greeting
- B. Be polite
- C. Email is not private
- D. Use your full name

# Poll Answer

If you need to discuss something private which rule should you remember?

- A. Use a greeting
- B. Be polite
- C. Email is not private
- D. Use your full name

# Referring to an attachment

- “Take a look at the attached file.”
- “Have a quick look at the file I’ve attached about...”
- “Thought you might find the attached interesting.”



# Poll Question

**. Which of these is a good example of an email username?**

- A. sassychick1999
- B. johnsmith1
- C. whatever2002
- D. youcantguessme1

# Poll Answer

. Which of these is a good example of an email username?

- A. sassychick1999
- B. johnsmith1
- C. whatever2002
- D. youcantguessme1

# Expressions with a future focus Closing

- I look forward to hearing from you soon / meeting you next Tuesday.
- I look forward to seeing you soon.
- I'm looking forward to your reply.
- We hope that we may continue to rely on your valued custom.
- We look forward to a successful working relationship in the future.
- Please advise as necessary.
- I would appreciate your immediate attention to this matter.

# Expressions for showing them you want to help

- If I can be of assistance, please do not hesitate to contact me.
- If you require any further information, feel free to contact me.
- If you require any further information, let me know.
- Please feel free to contact me if you need any further information.
- Please let me know if you have any questions.
- I hope the above is useful to you.
- Should you need any further information, please do not hesitate to contact me.
- Please contact me if there are any problems.
- Let me know if you need anything else
- Drop me a line if I can do anything else for you.



Thank  
you!!!  
...

