EMAILS

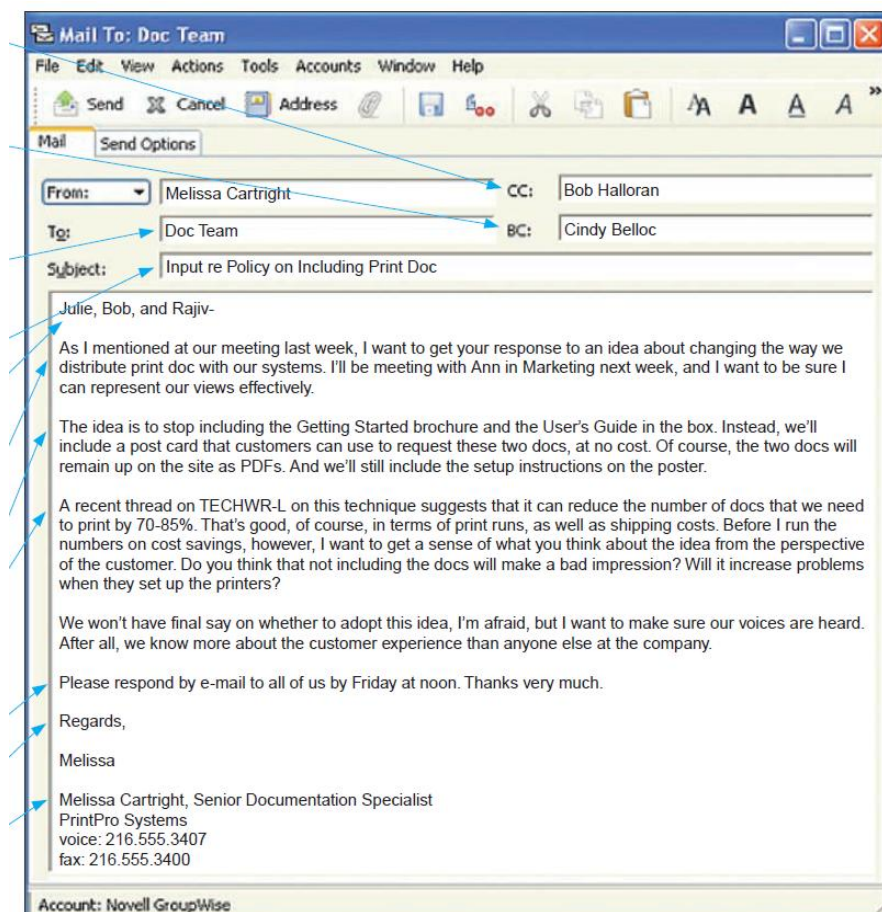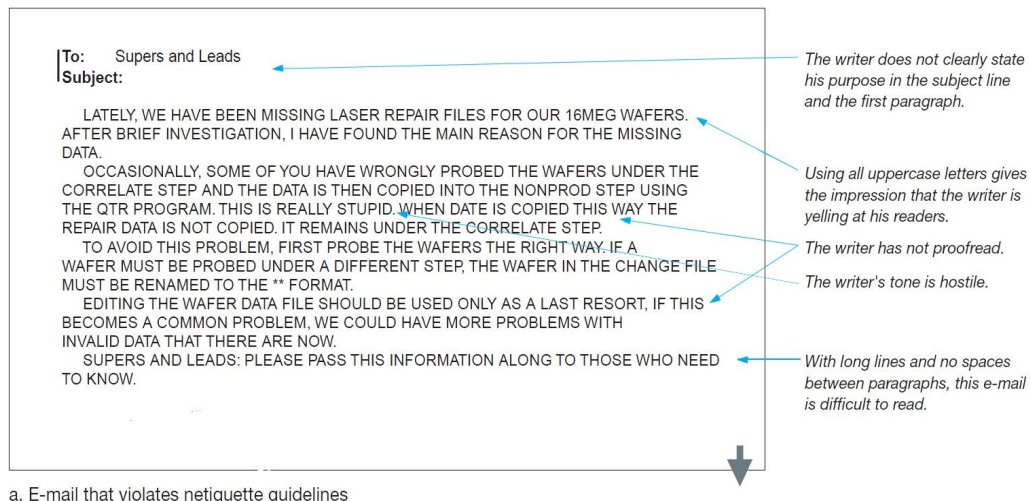**Merits & Demerits (P401-405)**

Dear David,

This is Zhang San, monitor of class **. I'm writing to tell you that the classroom for the following Tuesday class will be changed to Room 306 because there is something wrong with the computer in Room 206. Please feel free/don't hesitate to contact me if you have any questions. See you then.

Yours,
San

Elements of emails

To: Supers and Leads
Subject:

　　LATELY, WE HAVE BEEN MISSING LASER REPAIR FILES FOR OUR 16MEG WAFERS. AFTER BRIEF INVESTIGATION, I HAVE FOUND THE MAIN REASON FOR THE MISSING DATA.
　　OCCASIONALLY, SOME OF YOU HAVE WRONGLY PROBED THE WAFERS UNDER THE CORRELATE STEP AND THE DATA IS THEN COPIED INTO THE NONPROD STEP USING THE QTR PROGRAM. THIS IS REALLY STUPID. WHEN DATE IS COPIED THIS WAY THE REPAIR DATA IS NOT COPIED. IT REMAINS UNDER THE CORRELATE STEP.
　　TO AVOID THIS PROBLEM, FIRST PROBE THE WAFERS THE RIGHT WAY. IF A WAFER MUST BE PROBED UNDER A DIFFERENT STEP, THE WAFER IN THE CHANGE FILE MUST BE RENAMED TO THE ** FORMAT.
　　EDITING THE WAFER DATA FILE SHOULD BE USED ONLY AS A LAST RESORT, IF THIS BECOMES A COMMON PROBLEM, WE COULD HAVE MORE PROBLEMS WITH INVALID DATA THAT THERE ARE NOW.
　　SUPERS AND LEADS: PLEASE PASS THIS INFORMATION ALONG TO THOSE WHO NEED TO KNOW.

The writer does not clearly state his purpose in the subject line and the first paragraph.

Using all uppercase letters gives the impression that the writer is yelling at his readers.

The writer has not proofread.

The writer's tone is hostile.

With long lines and no spaces between paragraphs, this e-mail is difficult to read.

a. E-mail that violates netiquette guidelines

Correspondence must convey a courteous, positive tone.
The key to accomplishing this task is using the "you attitude" —looking at the situation from the reader's point of view and adjusting the content, structure, and tone to meet his or her needs.

　　Before you write an e-mail in the workplace, find out your organization's e-mail policies. Most companies have written policies that discuss circumstances under which you may and may not use e-mail, principles you should use in writing e-mails, and the monitoring of employee e-mail.

> ➢ Stick to business
> ➢ Use appropriate formality
> ➢ Write correctly (proofread)
> ➢ Don't flame
> ➢ Make your message easy on the eyes (reader-friendly)
> ➢ Don't forward a message to an online discussion forum without the writer's permission (intellectual property)
> ➢ Don't send a message unless you have something to say

　　People are sometimes tempted to use informal writing in informal digital applications such as e-mail and microblogs. Don't do this while drafting emails for WORK. Remember that everything you write on the job is legally the property of the organization for which you work, and messages are almost always archived digitally, even after recipients have deleted them. Remember, too, that they might be read by the company president, or they might appear in a newspaper or in a court of law. Therefore, use a moderately formal tone to avoid potential embarrassment.

TOO FORMAL	It was indubitably the case that our team was successful in presenting a proposal that was characterized by quality of the highest order. My appreciation for your industriousness is herewith extended.
MODERATELY FORMAL	I think we put together an excellent proposal. Thank you very much for your hard work.

| TOO INFORMAL | Our meeting with United went south right away when they threw a hissy fit, saying that we blew off the deadline for the progress report. |
| MODERATELY FORMAL | In our meeting, the United representative expressed concern that we had missed the deadline for the progress report. |

- ✧ do not write in CAPITALS
- ✧ identify yourself and the topic
- ✧ be concise and to the point
- ✧ avoid long sentences
- ✧ keep the language gender-neutral
- ✧ answer swiftly
- ✧ do not overuse Reply All
- ✧ do not overuse the high priority option
- ✧ do not attach unnecessary files
- ✧ avoid using URGENT and IMPORTANT as your subject; use specific subject line
- ✧ take care with abbreviations and emoticons

Acronyms (Page 407)

Sam is chairing a committee to investigate ways to improve the hiring process at the company. Zhang serves on the committee. The following excerpts quoted in Sam's e-mail are from an e-mail written by Zhang to all members of the committee in response to Sam's request that members describe their approach to evaluating job-application materials. How would you revise Sam's e-mail to make it more effective?

To: Zhang
From: Sam
Subject: Suggestions about your approach to hiring process

Zhang,

I've got your email about your approach to evaluating job-application materials. And I'm writing to give you some suggestions.

I believe you are really careful in spotting the errors in these documents, but these don't matter so much compared with other elements in evaluating job-application materials. Our committee is focusing on the improvement of the hiring process, so I suggest you pay much attention to the applicants' credentials, work experience, etc., and offer your approach to dealing with these information.

Regards,

Sam