MSC (CA&IT) - Semester: III

(Effective from year 2024-25)

Course Code:	CAIT-305	Course Title:	Email Etiquette and Training
Course Credits:	02	Hour of Teaching/Week:	02
Internal Assessment Marks:	25	External Exam Marks:	25
Exam Duration	1Hr		

Unit	Contents
1.	Introduction to E-mail Etiquette, Evaluate Your Email Usage, E-mail Misuse and Abuse, Email is easily misinterpreted. Create structure for success, Email Structure, Forward – To – CC – BCC. High Importance Vs Low Importance, Salutation, Introduction – Body – Conclusion, Signature, Draft, Time Delays. Do and Don's in first email writing. Essential e-mail etiquette at workplace. Case studies: Write an email for job application. Write an email for leave application as an employee and various forms of e-mail.
2.	Rules of Thumb, Effective Subject Lines: Tips and Tracks, Keep as short as possible, Avoid Extra Words, 2,3 lines per paragraph maximum, Grammar perfect, Using Spell Checker, Check for simple sentences, Use the active voice, Punctuation, Text talks. Managing Your Inbox, Spam Mail, Handling primary and secondary email. Case studies of Gmail suits and others.

References

1. https://www.tcsion.com/courses/tcs-ion/email-etiquette/ and Other Online Resources