Email Etiquettes

5 ESSENTIALS TO REMEMBER:

1. Know your recipient
2. Respect your recipient & suspend judgments
3. Know exactly what you want to achieve
4. Think and organize before you proceed
5. Think from your recipient's point of view

Commonly used statements in EMails

S. No.	Opening statements
1	Thank you for your prompt response
2	Thank you for your recent email
4	Thank you for the quick response
5	Thank you for emailing the details
6	Thank you for your interest / concern
7	Thank you for bringing the issue to my notice
Sl No.	Giving the main reason for the message
1	I refer to/ this has reference to
2	This email is about
3	I refer to our telecon ….
4	Further to our telecon yesterday, …………..
S. No.	Making inquiries/ obtaining information

1	I'd like to know
2	Could you let me know…?
3	Any information you could give us about would be appreciated/ welcome
4	Could you possibly send me?
S. No.	Replying to queries
1	Further to our telephonic conversation yesterday ...
2	Please do get in touch with us if you have any further queries
S. No.	Referring to the next step to be taken
1	I'll look into your request and send you a reply by the EOD. (date)
2	We'd like to verify the information in our database

DELIVERING BAD NEWS

There is a myth that continues to circulate that the more a person stalls in getting bad news out the better the recipient will feel about it because he or she will be prepared. THIS IS NOT TRUE. In fact, stalling or beating around the bush only leads to reader frustration and may not serve the messenger well if he or she is writing the email to their boss.

It is better to deliver bad news up front in the elevator summary.

- Deliver the news up front.
- Avoid blaming statements.
- Avoid words that sound ambiguous.
- Maintain a positive attitude
- Tell them what you 'Can Do' rather than what you 'Can't Do'

SAMPLE EMAIL

You are working on an important project for a client. You were required to complete the project by the first week of this month, but you are unable to meet the deadline due to various reasons. Draft an email to your contact at the client's site, Mr. Nick Kemp, explaining the situation and requesting for more time to complete the project.

Sub: Project
Delivery   status
Dear   Mr.
Campbell,
We were to deliver the project on July 4, 2020. Due to a change in specifications, we are unable to deliver the project on the specified date. However, we will be able to deliver the project on 10th July, 2020 after working on the changes.

We apologize for the delay.
Please let me know if you are OK with the
timeline. We could get on a call in case
you have any questions. Regards,
ABC

Regards: CROSSML