Email Writing

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Email

Electronic mail, or **email**, is a method of exchanging digital messages between people using digital devices such as computers and mobile phones. Email first entered substantial use in the 1960s and by the mid-1970s had taken the form now recognized as email. Email operates across computer networks, which today is primarily the Internet.

Email

Email still remains the basic means of electronic communication for various official and business deals. As a result, our success in business or our workplace greatly depends on how well we communicate with this 21st century electronic tool – email.

Email

Emails are cheap.

Emails are quick.

Emails are convenient.

Examples:

Yahoo, Hotmail, G-mail,

When to use email?

If the communication will require a lot of *back-and-forth* discussion or if the subject is *delicate* or *sensitive* you should call or speak with the person directly

When to use email?

Before you start writing, ask yourself:

- Is this truly the correct person to contact?

- What is my goal?

- Should this conversation be held in person or over the phone?

New Message

To

Cc

Bcc

Subject

Sans Serif | B *I* U A | 1 | 99

Send A

Parts o Email

1. To: this line contains the address of the direct receiver.

2. Cc: carbon copy line which includes the address of other recipients of the email.

3. Bcc: Blind carbon copy

4. Subject line:

5. Body

6. Signature line
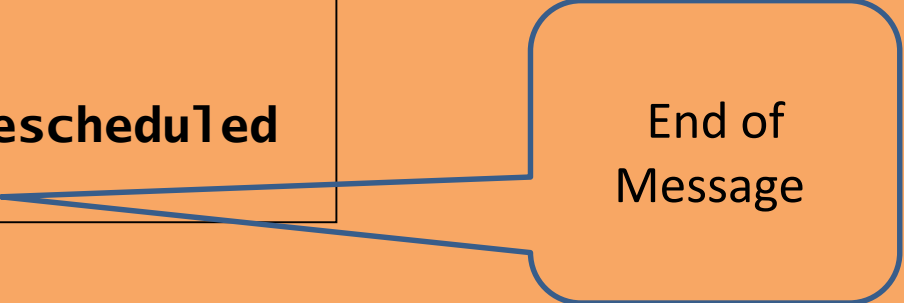
7. Attachments

Subject

- Your subject can answer any of readers'
  four key questions:

  1. What's this about?

  2. Why should I read this?

  3. What's in this for me?

  4. What am I being asked to do?

  - Browsers may not display more than first 25-35 characters

  - Create single-subject messages

Subject

To: Girrrl friends
From: Ima Ditz
Re: **Change of plans**

To: Sara Bellum
From: Gray Matter
Re: **Marketing meeting rescheduled for 12/15/06   (EOM)**

End of Message

Ineffective subject lines

Subject:	Date:
Hi	9:17 am
questions	10:11 am
Meeting	12:44 pm
One more thing...........	3:02 pm
Some thoughts	4:21pm

Effective subject lines

Subject:	Date:
Party planning meeting rescheduled for 3pm	9:17 am
Help: I can't find the draft for the Smith Paper	10:11 am
Reminder: peer-review articles due tomorrow (3/30)	12:44 pm
Questions about Sociology 210 project	3:02 pm
Congratulations to Jennifer for winning Nobel Prize	4:21pm
Got the message (nm) no message	5:13 pm

Body

- Use topic sentences

- One topic per email

- Provide important dates or references

- Put each action or point on its own line

- DON'T TYPE IN ALL-CAPS, IT LOOKS LIKE SHOUTING

Body

- **<u>Organize your email:</u>**
1. Introduction
2. Discussion
3. Conclusion
- **<u>Use Highlighting Techniques:</u>**
1. Color
2. Underline
3. Bold etc

Formal Email Format

Use this format for professional purposes, for writing to professors, and for applications and resumes.

Dear Professor Kim **:**

> Use Dear not Hi, in formal email. NO Punctuation after Dear

> Colon: No space between the word before and the colon: "Dear Mr. Turner:"

Or

Dear Mr. Turner

> Always CAPITALIZE names.

> These days punctuation is getting simplified, especially in the business world. If it is routine email and not a formal business letter on paper then no colon is also appropriate.

Body of email ....

....

Sincerely **,**

> Sincerely, and other closings are followed by a comma. The name should be on the next line or skip one line. If it is a business letter on paper then you should skip four lines because your handwritten signature should be between the "Sincerely" and your name.

Or

Yours truly,

> Notice that the second word is not capitalized.

Adam Turner
Director
English Writing Center
Hanyang University

> No commas between titles and the end of an signature line if possible.

Personal (informal) Email Format

Adam,

Dear Adam

Dear Adam,

Dear Mr. Turner,

Dear Mr. Turner

Or

Hi, Adam.

Hello, Mr. Turner.

Very informal

The greeting in a personal email is not that important but follow the punctuation here at least. It also depends on the relationship between the people too much to give clear rules. There is also a Korean email style that is influenced by the Internet. Overusing !!!! and ~~~ is common in emails from Korean students. Do not use Hi!!! or Bye~~ when emailing foreign Professors. It looks childish.

Period only after beginning with "Hi"

Comma after Hi or Hello,

Take care, Bye, See you tomorrow, Love, etc. many closings are possible.

Poor Email Content

Jon,

Hey, I was just thinking about the meeting we had about the new workshop you were planning for next week about resume-writing. I think that we may have forgotten to include all of the students who might benefit from this workshop. There are several groups of students at the School of Public Health that were not on your list. Of course you may have added them to you list since our last meeting. Sara from the School of Public Health contacted me to ask if the students from the Epidemiology program were on our list of included students. She also wanted a list of all of the included departments from the School of Public Health. Can you send me a list of all of the included student groups? I can then send the relevant information on to Sara because she needs this information by tomorrow.

Thanks,
Rachell

Better Email Content

Jon,

Can you send me a list of the students included in the resume-writing workshop by tomorrow?

We may have forgotten to include all of the students who might benefit from this workshop. There are several groups of students at the School of Public Health that were not on your list. Sara from the School of Public Health contacted me to ask if the students from the Epidemiology program were on our list. I will send her that information tomorrow after I get the list from you.

Thanks,
Rachell

Email Signature

- Use an appropriate signature
- Brief (4-5 lines)
- Informative :*provide all contact information*
- Professional: *do not include pictures, quotes, animations*

Attachments
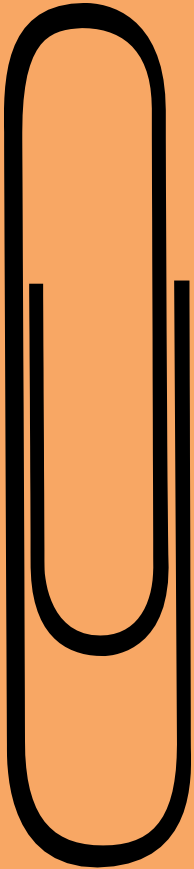
- When you are sending an attachment tell your respondent what the name of the file is, what program it is saved in, and the version of the program.

EX.

"This file is in MSWord 2000 under the name "LabFile.""

Professionalism

1. Always spell-check before sending

2. Set your email program to automatically check before sending

3. Re-read email for other spelling, grammar and punctuation errors.

4. Complete the "TO:" line last

Professionalism

- Before sending ask yourself

Would I be comfortable having this email posted on a public bulletin board or forwarded on to my entire department?

*To: Professor@University.edu

Subject: Why It's All About Me