

Business and Workplace Email Etiquette

Email etiquette is often a commonly overlooked part of the business and professional world despite being an important part of conveying a professional image. Emails written to friends and family will be less formal and will not need to follow any particular guidelines or rules, but when writing to someone at a professional level the following guidelines and rules should be taken into account.

Guidelines and Rules of Email Etiquette

- Use a descriptive subject line, avoid leaving it blank or putting an irrelevant or general subject.
- Address the recipient by name to add a personal touch to your letter.
- **DO NOT USE ALL CAPS!**
- Avoid over using punctuation marks!!!!!!!!!!!!
- Avoid using abbreviations, such as IMHO (in my humble opinion) or TTYL (talk to you later), not everyone is familiar with them.
- Skip a line when starting a new paragraph, avoid using tabs to signify a new paragraph, different email programs read tabs in different ways.
- Avoid using HTML in your e-mails, not everyone can view it and it takes away from the professional image of the letter.
- If you are sending an attachment, make note of it and describe what the attachment is for in the body, some people are very wary of attachments due to the threat of computer viruses.
- Keep your emails as concise as possible without leaving out any important information.
- Keep usage of quoted text to a minimum.
- Always leave a signature line, don't assume the person already knows who you are.
- Do not keep on sending the same message to the same person over and over again, if they don't respond after a few days, send them an e-mail enquiring if they received your first email.
- Use spell check and proof read and revise your letter after it's done.
- Use threads, if you get a message from someone and you are going to respond, don't send a new message, simply hit the reply option on your email, this keeps the original subject line with "Re:" in front of it.
- If you are sending out an email to a large private list don't use CC: (carbon copy) use BCC: (blind carbon copy) to protect the addresses of the recipients.
- Remember most emails are never completely private, there is always a chance of someone else besides the intended recipient reading it, so avoid writing any personal attacks which are unprofessional to begin with.
- When reading emails treat them as if they are private messages (unless you know you are allowed to share it with others).

🕒 **When you receive a message reply to it as soon as you have time to. Addressing an Envelope** addressing an envelope

should be fairly simple. • In the upper-left hand corner should be your name, and underneath that should be your return address.

- In the upper-right hand corner should be the postage stamp (with the correct postage amount).
- In the middle-center should be the recipient's name and recipient's address.

Envelope Format

Your Name	Stamp
Return Address Line 1	
Return Address Line 2	
Recipient Name	
Recipient Address Line 1	
Recipient Address Line 2	

Helpful Tips

- Print/write all the information on the envelope before stuffing and sealing it so it will be written/printed on a flat surface.
- If you are writing to a different country, make sure you put it at on the last line of your return address and the recipient's address.
- If you are writing a friendly letter with a small envelope, you can write the return address on the flap of the envelope if there is no room on the top-left hand corner.

Purpose of a Business Letter

A business letter (or formal letter) is a formal way of communicating between two or more parties. There are many different uses and business letters. Business letters can be informational, persuasive, motivational, or promotional. Business letters should be typed and printed out on standard 8.5" x 11" white paper.

Elements of a Good Letter

The most important element of writing a good letter is your ability to identify and write to your audience. If you are addressing your letter to the department of human resources, *dealing with employees* avoid using highly technical terms that only engineers would understand, even if your letter is addressed to an engineering company, chances are that the personnel in human resources does not have an engineering background.

The next element is that you make sure you present your objective in a clear and concise manner. Don't be vague about your objective, most people will not have the patience to sit there and guess at the meaning of your letter or the time to read a long-winded letter, just get to the point without going into unnecessary details.

	Return Address Line 1
	Return Address Line 2
	Date (Month Day, Year)
Mr./Mrs./Ms./Dr. Full name of recipient.	
Title/Position of Recipient.	
Company Name	
Address Line 1	
Address Line 2	
Dear Ms./Mrs./Mr. Last Name:	
Subject: Title of Subject	
Body Paragraph 1	
Body Paragraph 2	
Body Paragraph 3	
	Closing (Sincerely...)
	Signature
	Your Name (Printed)
	Your Title
Enclosures (2)	
Typist Initials.	

In the semi-block format, your address, date (the date can actually go on either the left or the right side), the closing, signature, and printed name are all indented to the right half of the page (how far you indent in is up to you as long as the heading and closing is lined up, use your own discretion and make sure it looks presentable). Also the first line of each paragraph is indented. The indentations of the first line of each paragraph is the only difference between the semi-block and the modified block formats.

Sample Business Letter
3519 Front Street
Mount Celebres, CA 65286

October 5, 2004

Ms. Betty Johnson
Accounts Payable
The Cooking Store

Another important element to remember is to remain professional. Even if you are writing a complaint letter, remain polite and courteous, simply state the problem(s) along with any other relevant information and be sure to avoid threats and slander.

Business Letter Formats

Modified Block Format: Business Letter

		Return Address Line 1
		Return Address Line 2
		Date (Month Day, Year)
Mr./Mrs./Ms./Dr. Full name of recipient.		
Title/Position of Recipient.		
Company Name		
Address Line 1		
Address Line 2		
Dear Ms./Mrs./Mr. Last Name:		
Subject: Title of Subject		
Body Paragraph 1		
Body Paragraph 2		
Body Paragraph 3		
		Closing (Sincerely...),
		Signature
		Your Name (Printed)
		Your Title
Enclosures (2)		
Typist Initials.		

In the modified block format, your address, date (the date can actually go on either the left or the right side), the closing, signature, and printed name are all indented to the right half of the page (how far you indent in is up to you as long as the heading and closing is lined up, use your own discretion and make sure it looks presentable).

Semi-Block (Indented) Format: Business Letter

Friendly Letter Format

	Return Address Line 1 Return Address Line 2 Date (Month Day, Year)
Dear Name of Recipient,	
Body Paragraph 1	
Body Paragraph 2	
Body Paragraph 3	
P.S.	Closing (Sincerely...), Signature

In the friendly letter format, your address, date, the closing, signature, and printed name are all indented to the right half of the page (how far you indent in is up to you as long as the heading and closing is lined up, use your own discretion and make sure it looks presentable). Also the first line of each paragraph is indented.

Your Address

All that is needed is your street address on the first line and the city, state and zip on the second line. (Not needed if the letter is printed on paper with a letterhead already on it.)

Date

Put the date on which the letter was written in the format Month Day Year i.e. August 30, 2003. Skip a line between the date and the salutation.

Salutation

Usually starts out with Dear so and so, or Hi so and so. Note: There is a comma after the end of the salutation (you can use an exclamation point also if there is a need for some emphasis).

Body

The body is where you write the content of the letter; the paragraphs should be single

Answers.

I believe that I am the ideal candidate for the position due to my extensive experience as an auditor for KPMG. At my current position at KPMG, I perform all of the same tasks that are described in your ad for the chief accountant position. In addition to that I have a reputation for being a hard worker who makes sure the job is done right the first time. My reports are always completed well ahead of the deadline.

Feel free to contact me and setup an interview at your earliest convenience. You can reach me by way of e-mail at KenJacobs@nadate.com or by way of phone at (555) 555-5555. I look forward to discussing with you my future with Global Answers. Thanks for your time and consideration.

Sincerely,

Signature

Ken Jacobs

Enclosure: resume

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them know what position you are interested in and why you'd be a good fit for their company.

Cover Letter Format

The cover letter format should be almost identical to the regular business letter format.

Cover Letter Writing

Generally the cover letter will consist of three paragraphs. The first paragraph is an introductory one which introduces yourself. You want to include information on the position you are looking for and how you heard about and why you are interested in the position and/or company.

The second paragraph should provide information on your skill, strengths, education, qualifications and/or experience. This paragraph should be concise and give specific examples of why you are the ideal candidate and not simply restate your resume.

The final paragraph should close up the letter by requesting an interview and possibly suggestion times that are convenient for you or stating that you can come in at a time that's convenient for the employer. Also you should let the recipient know what the best way and/or time to contact you is (you should let them know both your contact email and phone number so that they can contact you in their preferred method). Or you can let them that you'll follow up on this letter with a phone call in several days. You should thank them for their time to close up the letter.

Each cover letter that you send out should be unique and tailored to the specific company and position you are applying to. Using one cookie cutter cover letter will lessen your chances for landing an interview. Also be sure to check for grammar and spelling and keep the letter to one page in length.

Sample Cover Letter

527 West Ave.
Elmswood, CT 23865

October 28, 2004

Mr. Michael Black
Directory of Human Resources
Global Answers
6542 Sioux Falls, NY

Dear Mr. Black:

It is with great interest that I am applying for the position of chief accountant. When I read the job description in your ad on the New York Times on August 12th, I felt that it was an ideal match with my career aspirations. I have always wanted to work for a Fortune 500 company such as Global

How to Write a Letter

The art of writing a letter takes practice, knowledge about proper form and the ability to put into words the thoughts and feelings which are associated with the letter. Learning to write a letter can be difficult, as there are multiple types of letters which can be written. To avoid the time that it may take to learn to write each one of these letters, if you are able to learn to write a basic letter, that will help you to create letters for a variety of occasions.

Parts of the Letter

Your address

At the top of your letter, you will put your address, so the reader will know where to send their reply to.

Date

Put the date on which the letter was written in the format Month Day Year i.e. June, 15, 2009.

Inside Address

The inside address is only required for a business letter and will include the address of the person you are writing to along with the name of the recipient, their title and company name. If you are not sure who the letter should be addressed to either leave it blank or try to put in a title, i.e. "Director of Human Resources".

The Greeting

The greeting will address the individual that the letter is being sent to. This is usually completed in the form of "Dear Anne" or "Hey Anne", for less formal letters.

The Introductory Paragraph

The first paragraph will generally outline the purpose for the letter and the reason that the letter is being sent. This can address any issues that are outstanding and is used to set the tone for the entire rest of the letter. In this first paragraph, the summary of the letter can be found and the intentions which will be displayed through the rest of the letter should be outlined. From the first paragraph of the letter, the introductory paragraph, the individual should be able to note the tone of the letter.

The Body

The body of the letter will expand upon the introductory paragraph and the individual can extend their thoughts and feelings further when it comes to the letter. The body of the letter can be anywhere from multiple pages for personal letters, to one page or two pages for most business letters and other types of proposals.

The Closing

In the closing of the letter, the individual will close the letter and finish any thoughts that have been mentioned. The closing of the letter comes in various forms from yours truly,

A formula (9) regarding the complaint to the vabda ^{off} local shading

spaced with a skipped line between each paragraph. Skip 2 lines between the end of the body and the closing.

Closing

Let's the reader know that you are finished with your letter; usually ends with Sincerely, Sincerely yours, Thank you, and so on. Note that there is a comma after the end of the closing and only the first word in the closing is capitalized.

Signature

Your signature will go in this section, usually signed in black or blue ink with a pen. Skip a line after your signature and the P.S.

P.S.

If you want to add anything additional to the letter you write a P.S. (post script) and the message after that. You can also add a P.P.S after that and a P.P.P.S. after that and so on.

* Sample Friendly Letter

506 Country Lane
North Baysville, CA 53286
July 16, 2007

Dear Susan, It feels like such a long time since the last time I saw you. I know it's only been several weeks since I saw you. So far my summer has been great!

I spend my all my weekends at the beach. I am getting a nice tan and you can no longer say I am paler than you. I have been playing lots of volleyball, surfing and building a nice collection of sea shells. Just this past weekend I took second place in a sandcastle building contest!

On the weekdays I work. I drive an ice cream truck around and sell ice cream to the kids. It is so cool. It is a combination of the two things I love most, ice cream and kids. The pay isn't too great but I love the job so much.

I hope the summer's been going well for you too. There's only a month and a half left in summer vacation and after that it's back to school. Would you like to meet up some time to before school starts?

Your friend,
Signature

P.S. John Austin says hi.

sth missing

Cover Letter Writing

What is a cover letter?

A cover letter is a brief one page letter sent along with the resume to potential employers. The purpose of the cover letter is to present yourself to potential employers and to let

for those individuals that are familiar with one another, to a traditional sincerely which is a versatile closing that can be used in a variety of letters detailing many situations.

The Presentation of the Letter

The presentation of the letter can be hand-written for less formal letters that are addressed to friends and family members, especially thank-you letters. In the case that you have illegible handwriting, you may want to consider typing the letter in these cases, although proper etiquette dictates against this type of behavior.

Formal letters which are written on behalf of businesses to or professional contacts should remain typewritten and grammatical and spelling error free. These types of letters should be legible and professional and therefore typing the letter is one of the most effective ways to ensure that the letter demonstrates a professional appearance through the entire course of the letter, thereby creating a positive impression on the recipient of the letter.

As well as outward presentation, it is important to determine the tone which will be written in the letter, including a professional tone or a tone that will be taken with friends or family members in a more informal setting. The tone should be established from the greeting of the letter, into the introductory paragraph, throughout the entire body of the letter and even into the closing statement and closing greeting of the letter. Read through the letter once it has been completed to ensure that the tone remains the same. The tone can be adjusted based on the language which is used through the letter, as well as the greetings (familiar as opposed to formal).

Letter Writing Tips

- Always proofread your letter after writing it, check for sentence structure, grammar, spelling mistakes...
- Proofread your letter again (and again) after you have revised it.
- Keep the recipient in mind, and write in a way that he/she can easily understand the letter.
- Don't use abbreviated dates, i.e. use November 19, 2004, and not 11/19/04
- Be respectful when you write, even if you are writing a letter of complaint.

Business letter writing tips

- Be concise and keep to the point, but don't leave out any important information.
- Try to keep your letter short enough so that it fits on one page.
- If your letter is more than a page long, use another page, don't use the back of the page.
- If you have access to company (or personal) stationery with a letterhead on it, use that instead of regular paper.

765 Berliner Plaza
Industrial Point, CA 68534

Dear Ms Johnson:

subject - Reminders of the receivables of the us
It has come to my attention that your company, The Cooking Store has been late with payin
for the past three months.

In order to encourage our customers to pay for their invoices before the due date, we have a
discount model where we'll give you 2% off your invoice if you pay us within 10 days of r
invoice.

I hope that everything is going well for you and your company. You are one of our biggest
we appreciate your business. If you have any questions, you can feel free to contact me at (555) 555-5555.

Sincerely,

Signature

Bob Powers
Accounts Receivable

Friendly Letter Writing

Purpose of a Friendly Letter

A friendly letter (or informal letter) is a way of communicating between two people
(sometimes more) who are usually well acquainted. There are many uses and reasons for
writing a friendly letter, but usually friendly letters will consist of topics on a personal
level. Friendly letters can either be printed or hand-written.

Friendly Letter Writing

The friendly letter is typically less formal than that of a business letter. Usually the first
paragraph of the body will consist of an introduction which will give the recipient an idea
about you're writing to them with a short summary of the main topic of your letter. If you
don't know the person you are writing to, you may want to introduce yourself in this
introductory paragraph as well.

The next few paragraphs will usually consist of the message you want to get across along
with any details you may want to convey.

The last paragraph will usually be the conclusion where you wrap everything up. You can
sum up your main idea in this paragraph, thank the recipient for their time, wish the
recipient well, and/or ask any questions.

Since friendly letters are less formal, you can feel free to write it however you like, but
the above format is fairly common.