



Professional E-mailing

While there is a variety of electronic media available for intracompany communication, e-mail remains the most popular channels. E-mail efficiently sends messages, shares files, facilitates discussions, and collects the thoughts of others.

E-mail Basics:

1. Know your company's policy for using electronic communication and maintain a high level of professionalism in your tone and style.
2. Write, revise, and edit to ensure your use of correct grammar and punctuation.
3. Remember that CC sends multiple copies to multiple recipients. If you respond to an e-mail and use CC, you should tell the person who generated the first contact e-mail that you have cc'd someone and why.
4. Use BCC sparingly; BCC sends the e-mail to multiple recipients without the BCC recipients' names or addresses appearing.
5. Have a proper greeting and valediction.
6. State if you are attaching something in the email.

Do Not:

1. Attach religious, political, or quotes to your signature
2. Forward jokes, spam, or gossip
3. Use an e-mail account that has an unprofessional and/or inappropriate name.
4. Use abbreviations (Lol, btw, omw, etc.) or emojis
5. Send a message with all capital letters or lower case letters

Sample E-mail:

Dear Dr. Zhivago,

I hope this email finds you well. I have attached a report about the past six months. Would you please look over it and let me know if you have any questions?

Thank you for your time and consideration. I look forward to your response.

Sincerely,

Larissa Antipova