Email-(etiquette); Draft Formats
Letter Writing

Format of Official Letter

- **Subject**
The subject line follows the salutation and introduces the subject or topic of the letter. It must be brief – preferably consisting of one sentence.

- **Body**
The body of the letter consists of the introduction, the main message and the conclusion.

- **Subscription or Complimentary Closing**
The subscription depends on the salutation used in the official letter.

<table>
<thead>
<tr>
<th>Salutation</th>
<th>Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dear Sir/Madam,</td>
<td>Yours faithfully,</td>
</tr>
<tr>
<td>Sir/Madam,</td>
<td></td>
</tr>
<tr>
<td>Dear Sir,</td>
<td></td>
</tr>
<tr>
<td>Dear Mr. Singh,</td>
<td>Yours sincerely,</td>
</tr>
<tr>
<td>Ms. Bose, Mrs. Mehta,</td>
<td></td>
</tr>
<tr>
<td>Messrs Krishna and Rao</td>
<td></td>
</tr>
</tbody>
</table>

**Sender's address**
Next line
Next line
Next line

**Addressee's name**
Next line
Next line

**Addressee's address**
Next line
Next line

**Full date:** e.g., 30 June 2012

Dear Sir/Madam

**Paragraph one (give the reason for writing)**

**Paragraph two**

**Paragraph three**

**I look forward to hearing from you soon.**

**Yours faithfully**

**signature**
Email

- Email stands for Electronic Mail.
- Email is the modern version of a letter and is one of the most popular methods of communication in the world.
- The development of email led to the development of messaging applications (apps) as well as a form of slang, known as "internet slang".

Why is email etiquette important?

- We all interact with the printed word as though it has a personality and that personality makes positive and negative impressions upon us.
- Without immediate feedback your document can easily be misinterpreted by your reader, so it is crucial that you follow the basic rules of etiquette to construct an appropriate tone.
Email etiquette

Email etiquette is so new, the rules are evolving because of our increased use of email, as well as the advent of new technology. However, since this correspondence is owned by the business, some general rules of etiquette should be observed.

Need of Email Etiquette
- Professionalism
- Efficiency
- Protection from liability
Full block format

July 21, 2008

Mr. Bob Jones
Widgets Inc.
987 Straight Road
Springfield, OR 97477

Dear Mr. Jones:

REQUEST FOR JOB APPLICATION PACK

I am writing to ask for a job application pack for the role advertised on your website. Please find my address details above.

Thank you for your time.

Yours faithfully,

Tom Smith

Tom Smith

123 Acacia Avenue
Portland, OR 97205

Modified block format

July 21, 2008

Mr. Bob Jones
Widgets Inc.
987 Straight Road
Springfield, OR 97477

Dear Mr. Jones:

REQUEST FOR JOB APPLICATION PACK

I am writing to ask for a job application pack for the role advertised on your website. Please find my address details above.

Thank you for your time.

Yours faithfully,

Tom Smith

Tom Smith

123 Acacia Avenue
Portland, OR 97205
Basic Rules of Email Communication

1. Be concise and to the point.
   - Do not make an e-mail longer than it needs to be. Remember that reading an e-mail is harder than reading printed communications and a long e-mail can be very discouraging to read.

3. Use proper spelling, grammar & punctuation.
   - This is not only important because improper spelling, grammar and punctuation give a bad impression of your company, it is also important for conveying the message properly.
   - E-mails with no full stops or commas are difficult to read and can sometimes even change the meaning of the text. And, if your program has a spell checking option, why not use it?

12. Add disclaimers to your emails.
   - It is important to add disclaimers to your internal and external mails, since this can help protect your company from liability.
   - Consider the following scenario: an employee accidentally forwards a virus to a customer by email. The customer decides to sue your company for damages. If you add a disclaimer at the bottom of every external mail, saying that the recipient must check each email for viruses and that it cannot be held liable for any transmitted viruses, this will surely be of help to you in court...
2. Answer all questions, and pre-empt further questions.

- An email reply must answer all questions, and pre-empt further questions - If you do not answer all the questions in the original email, you will receive further e-mails regarding the unanswered questions, which will not only waste your time and your customer's time but also cause considerable frustration. Moreover, if you are able to pre-empt relevant questions, your customer will be grateful and impressed with your efficient and thoughtful service.
- You can also include some other information and a URL to your order page. Customers will definitely appreciate this.

Always use proper grammar and spelling

Cut out liberal use of the To:, Cc: and Bcc: fields

Ensure that message is short and to the point

Monitor tone and be wary of conveying emotion

Don't send confidential information
Dear Brett

Thanks for your email. You do lots of sports at school in Canada. I’d love to play ice hockey one day.

We do lots of sports at our school too. We’ve got a swimming pool at school and our class go swimming every Wednesday. We also play tennis, volleyball and football, but football in Australia is different to soccer. You can touch the ball with your hands!

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Top Tips for writing

1. Begin your email 'Dear + name'.
2. Begin your email with thanks or the reason you are writing.
3. This paragraph has got one idea.
4. This paragraph has got another idea.
5. End your email 'Write soon + your name'.
Good Email Practices

- Know who to include in the “To” and “CC” fields.
- Include brief description of message in subject line
- Use proper greetings and salutations
- Eliminate use of sarcasm and emoticons
- Respond in a timely manner
- Proof read email prior to sending (spelling, grammar, punctuation, etc.)
- Never compose an email when emotions are high
- Always demonstrate common courtesy and respect
Email Etiquette Quiz

True or False?

1. You own all the email you write.
2. A subject line is not necessary.
3. A salutation is not necessary.
4. An email is not a private communication.
5. Keep it short and to the point.
6. Reserve your email signature for business.
7. Send attachments only if necessary.
8. Re-check sender name before you reply.
9. Use all caps judiciously.
10. Wait before sending an angry email.
11. Wait until you can send a complete email.
12. Spelling doesn’t matter.
DEAR MADMAN OR SIR,

PLZ TAKE THE TIME OUT TO READ THIS EMAIL. I KNOW U WIL LUV IT! IT HAS SEVERAL EXAMPLES OF WHAT IS NOT GOOD EMAIL ETIQUETTE. ☺ LOT OF PEOPLE MAKE THESE MISTAKES. WHEN YOU’RE FINISHED WITH IT PASS IT ALONG TO 30 OTHER PEOPLE AND THEN READ THE TIPS BELOW ON WHAT IS GOOD EMAIL ETIQUETTE. THANK U.
Email addressing

3. BCC filed:
   • Stand for Blind Carbon Copy
   • Use this field to copy people without knowledge of the other recipients
   • Use it to protect the address and privacy of the recipients and to prevent recipients from adjusting their response cause he knows who you’re copied

4. Reply All:
   • Edit "to and cc fields" before send with consider who are related to the subject and your reply
   • Avoid overusing reply all cause the bcc receipts will see your reply
   • Avoid it when you reply personally, reply him directly like thank you email.

5. Forward:
   • Fwd after asking the author to forward his email to others.
   • Ask your self why you forward this email
   • Never forward spam or chain-letter emails
   • Remove fwd symbols
   • Include your personnel comments

Email elements

1. From filed: your full correct name [like: Mike Wallace not M. Wallace nor Mikoiance (as a nickname)]

2. Subject field: short five to seven words and be focused and related to the message

3. Greeting: formal [like: Dear Mr. John] or informal [like: Hi John] according to the receiver

4. Message: cover all 7 basic rules

5. Closing: such as best regards, best wishes, warm regard, L look forward to hearing from you, sincerely.
DEFINITIONS

• A memo is a short piece of writing, generally used for internal communication. It is also called interoffice memorandum.

• Notice is generally a way of informing about meeting and describing a legal concept, specifying day, date, time and place of meeting.

• Agenda is an official list of things to be done or dealt with at a particular meeting.

• The official record of discussions held and decisions taken at a meeting are called minutes.
What are meeting minutes?
Meeting minutes can be defined as the written record of everything that's happened during a meeting. They're used to inform people who didn't attend the meeting about what happened, or to keep track of what was decided during the meeting so that you can revisit it and use it to inform future decisions.

It is important to capture the essence of the meeting, including details such as:
• decisions made (motions made, votes, etc.)
• next steps planned
• identification and tracking of action items

There are essentially five steps involved with meeting minutes:
1. Pre-Planning
2. Record taking - at the meeting
3. Minutes writing or transcribing
4. Distributing or sharing of meeting minutes
5. Filing or storage of minutes for future reference
Notice / Circular

This circular for change in canteen rates is meant to inform the employees that the food items in the canteen menu have been slightly increased. Such a decision has been taken by the canteen manager and administrative authorities by keeping in mind increased prices of raw materials and other products used for cooking meals in the canteen. The new rates for food items are subject to change from December 26, 2017. Along with this, every bill will have CGST and SGST levied on the total price.

We hope that the company employees will be supportive in the decision because of the hike in prices of vegetables and materials. For the updated rates, the employees can consult with the canteen manager and check the new menu that will be available in the canteen premises from day after tomorrow onwards.

Thank you very much in advance for your co-operation and taking the administrative decision in a favorable manner.

Regards,
Rajesh Khandelwal
Admin Head

Persuasive Memorandum:

- In a persuasive Memorandum you must constantly keep your reader's feelings in mind. Consider how the person will react to what you are saying. What would convince him or her most readily? How much should you rely on logic, and how much should you appeal to emotion?
Functions of Memorandum

- Presenting Informal Report
- Providing Suggestions and Instruction
- Providing Response
- Seeking Explanation
- Making Request
- Conveying Information
- Solving Problems

Parts of a Memo:

1. Heading:
   - DATE: (complete and current date)
   - TO: (readers’ names and job titles)
   - FROM: (your name and job title)
   - SUBJECT: (what the memo is about)

2. Opening - state purpose of memo, give the facts.

3. Summary - Explain the situation in more detail if needed.

4. Discussion - Any other info you need to present? Now’s your chance.

5. Closing - Make a courteous closing statement. Do NOT use “sincerely” or other letter-like ending.

6. Necessary attachments - include any as needed

Features of Office Circulars

- It is a letter or memorandum addressed to a number of persons or intended for general circulation in the organisation.
- It is an intra-office communication which seeks to bring to notice important matters of the organisation.
- It is usually brief and precise.
- Being unsolicited, it is persuasive in approach with emphasis on your attitude and an appealing format.
Memo

To: All employees
From: Larry Ogawa, IT Manager, The Widget Research Company
Date: June 15, 2018
Subject: New photocopier installations – July 5

On July 5, new photocopiers will be installed in the photocopier room on each floor. The installation will take place from 8:30 – 11:30 a.m. During this time, printing, scanning, and photocopying will not be available.

The old photocopiers will be disconnected from the network on the morning of July 5. Technicians will be on-site to simultaneously install the new machines on every floor in order to minimize printing downtime.

The new photocopiers have all of the same functionality as the ones they are replacing but will be faster and quieter. Training sessions will be organized so all employees can learn how to use the new machines. More details about these training sessions will be shared by the end of this month.

Please direct any questions or concerns to me.
What is common to all the formats?
1.
2.
3.
Let us put to use what we have seen now!