E-Mail Do's and Don'ts

do

- Write a meaningful subject line
- Include an appropriate greeting/closing
  (dear…, hello!, sincerely, thanks!, cheers!)
- Use full sentences

- Be direct, yet kind
  (if content is too long, request a phone or in person conversation)
- Separate Paragraphs based upon content
- Respond Promptly
  (within 2 business days of receiving email)
- Proofread
  (check for grammar and spelling errors)
- Send a follow up email if you don't hear back within a week

don't

- Leave the subject line blank
- Address a superior by first name without permission

- Use run on sentences or text message language
- Write something you wouldn't say in person

- Leave the entire text as a single paragraph
- Take a significant amount of time to respond
- Send an email without proofreading
- Send a follow up email an hour after your initial email