



# Email Etiquette Tips



## GENERAL TIPS

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- Check your email at least once a day
- Try to answer emails within 24 hours
- Keep it friendly: Remember that emails leave a paper trail & never go away
- Make your subject line specific and clear

## FORMATTING TIPS

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- Make sure your font is big enough to read easily
- Write emails in black font
- Use a legible font:
  - Arial, Verdana, Helvetica, Georgia, Tahoma, Lucida, Trebuchet, Times, and Courier
- Never include full links in emails, always hyperlink
- Do not indent the first lines of sentences

## CONTENT TIPS

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- Keep it short & sweet; avoid lengthy emails
- Avoid using humor: It can be easily misconstrued
- Proper punctuation is important
  - Limit the number of exclamation points
- Avoid abbreviations, slang, and emojis
- Address & sign off emails appropriately
  - Use Dear, Hello, Good afternoon/morning
  - Use Best, Regards, Sincerely, Thank you
- Double-check your attachments
- Always proofread for proper grammar & spelling