



Email Etiquette Tips

GENERAL TIPS

- 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

- 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

- 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