



Email Etiquette Guide

To: UAASC

Subject: Proper Email Etiquette Example

Dear UAASC,

My name is Rocky. I am the mascot for Western Illinois University and I am emailing you today to demonstrate proper email etiquette. Emails are not like text messages or IM, as they are more formal and require more thoughtful consideration of what is to be said. A proper email should always contain an appropriately titled subject, a greeting, an introductory statement, the actual content of the email, a respectful close, and salutation. Signatures which come after the salutation are optional, your name is not.

If you are attaching a document, it is wise to reference the document in the email with a statement like, "Attached you will find a scanned .pdf copy of this guide." If you are confirming an appointment via email, it's wise to fully expand the date and time so as not to be misunderstood. Example: "I would like to confirm our appointment on Monday September 18, 2019 at 2:00 pm in office 024 of Memorial Hall." **Thank you for your valuable time.**

Very Respectfully,
Rocky

The subject should summarize the content of the email in as few words as possible.

Appropriately greet who you're addressing followed by their name and title (Mr./Ms./ Dr.)

An introductory statement is not needed if you know the person well, but is needed if they don't know you.

Explain why you're emailing at the beginning of the email so the recipient does not have to look for it.

Close your email with a respectful statement thanking the person for taking the time to read or respond to your email/request.

Salutations such as this and "Sincerely" are always acceptable. Casual salutations are okay when you know the person more personally.