

EMAIL ETIQUETTE

Email has become one of the most frequent forms of communication. However, sometimes we are not always aware of the *netiquette* involved in sending emails. Here are some things you should always keep in mind whenever you are using email.

1. **Respond quickly**

Check your email at least twice a day, and reply to messages as soon as you see them. If you don't know the answer to a question, then respond to the email saying that you will get back to him/her as soon as you get an answer. This way, people will know that you have read their emails.

2. **Don't use ALL CAPS**

In the online world, ALL CAPS is the equivalent of shouting. For emphasis, use *italics* or **bold**. Avoid using **funky fonts** or **lots of colors**; keep it simple!

3. **Use “Cc” and “Bcc” wisely**

Whenever you are sending an email with information that someone else should be aware of, don't hesitate to put his/her email address in “Cc” area (carbon-copy). When you are sending an email to many people (such as an entire club or an entire division), make sure you put YOUR email address in the “To” area and put all the other email addresses in the “Bcc” area (blind-carbon-copy) because this way, recipients won't have to see a huge list of names and email addresses.

4. **“Reply all”**

Before you hit the “Reply all” button, think about who will receive your reply message. If you send a message to 50 people in your division or club asking them to let you know what snacks they can bring, and one person writes “I can bring cookies” after hitting “Reply all”, then all 50 people will receive the 4-word email message. People get rather annoyed when they open messages like that!

5. **Subject Line**

Every single one of your emails should include a subject line; not writing one shows disrespect to the recipient. Also, the subject line should be concise and to-the-point, and should NOT include things like your name because the recipient will know the email is from anyway.

6. **Keep the tone of the message professional**

Email isn't like the telephone, where people can hear your tone of voice. Oftentimes, people misinterpret emails, especially sarcasm. Other than emailing close friends, acronyms shouldn't be used. LOL, G2G, JK, ROTFL, LMAO, TTYL, PLZ, OMG...not very professional!

GOVERNOR ALLEN YU

New York District Key Club 2009-2010