

## Email English / Netiquette Criteria

- 1) Subject Line
- 2) Opening (Dear...) Careful with: To Whom It May Concern
- 3) Close (Best regards, ...)
- 4) Punctuation
- 5) Paragraphs - Divide the email into "paragraphs" (P), indicatively, in:
  - P1: identify yourself and say why you are writing
  - P2: explain the issue
  - P3: propose action, if appropriate
- 6) KISS (Keep it short and simple)
- 7) Grammar + vocabulary (Grammar tip: Remember to use the present continuous)
- 8) Is the email effective? Will it accomplish its purpose?
- 9) Is it polite?
- 10) Would you, as manager, allow your company to send it?

### Tips

- 1) introduce yourself
- 2) no angry emails
- 3) public vs private matters

Honorary, etc.: <http://www.formsofaddress.info/Honorables.html>