

Writing Professional Email

1. Follow traditional rules of writing.

- Use proper spelling, grammar, punctuation and layout
- Use standard capitalization
- Use full paragraphs
- Avoid “cyber” or “1337” speak

2. Check regularly, respond promptly and entirely.

- Reply to email on the same day that you would if you were to reply by phone
- Don't recall email
- Read carefully in order to respond to all questions and prevent further inquiries

3. Be professional, confident and courteous.

- Avoid “Urgent,” “Important,” and the high priority option
- Don't forward chain letters, SPAM, virus warning email or email which may offend
- Avoid discriminatory language
- Avoid “flaming,” “emoicons” and unnecessary acronyms
- Recognize when an email is inappropriate
- Don't assume privacy

4. Be brief and clear.

- Compose your message offline
- Be concise
- Provide a meaningful subject line
- Clearly identify the addressee
- For long email, provide a summary, response time and table of contents
- Clearly identify yourself
- Read your response prior to sending

5. CC, BCC, Forward, Attachment.

- Use “CC:,” “FWD:,” “Reply to All” and attachments sparingly
- Use “BCC:” on mass mailings

For more information, or to get one-on-one assistance with your writing, come in and meet with one of our writing coaches. Schedule an appointment today!

The SLCC Community Writing Center
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