Renton Technical College
Commercial Building & Industrial Engineering
Computer Fundamentals (Fall 2011)
Email Guidelines

1. Use a professional-looking email address.
   - Do not use "funny" addresses, such as Snoopy125@goofymail.com
   - Avoid personal information—such as birthdates—in your email address.
   - If possible, use all or part of your name so it's easy to identify.

     David.RTC@gmail.com   ddickson@RTC.edu

   - Do <u>not</u> use an email address that has another person's name on it. It's confusing, and it may be mistakenly put in the trash.
   - Be sure your name shows up correctly in the recipient's inbox.

     <u>Test your email</u>:

     Email a message to yourself. Does your name show up correctly in the inbox?

     Is it spelled correctly? Is it capitalized correctly?

     If your name is not displayed correctly, change it in the "**settings**" of your email account. Then re-test it.

2. **Always fill in the subject line**. It should be short but descriptive. (Think about your audience.)

3. Use an appropriate salutation.

   What are the differences between the following salutations?

   > Dear Mr. Smith:
   >
   > Mr. Smith,
   >
   > Dear Bill,
   >
   > Hello Bill,
   >
   > Bill,

> In this class, we will practice **business style messages**, so:
>
> - Use formal salutations and closings.
>
> - Do not use informal language, slang, initialisms, emoticons, or other texting style language.
>
> In general, texting style language is not appropriate for business email.

4. Include all the necessary information. Avoid confusion.

   I will graduate in December. →I will graduate in December 2010.

   See you tomorrow.→ See you tomorrow (Thursday, 7/15).

5. Use an appropriate closing.

   What are the differences between these closings?

Respectfully yours,	Best regards,	Cheers!
Sincerely yours,	Many thanks,	Ciao,
Sincerely,	Best wishes,	Later dude

6. Always include your name in the closing.

    Do not assume that the recipient knows who you are—even if all or part of your name is in your email address.

7. Include your title, organization and additional contact information <u>as appropriate</u>.
    - Most email programs allow you to set at least one automatic signature.
    - You might have different automatic signatures. For example:

For within your organization	For outside of your organization
David Dickson Basic Studies Instructor X 5609	**David Dickson** Basic Studies Instructor Renton Technical College 3000 NE Fourth Street Renton, WA 98056-4195 Tel: (425) 235-2352 x 5609

8. Be careful with e-mail addresses.
    - Type carefully. Double check the spelling and punctuation.
    - Email addresses do not have any spaces.
    - Generally, the email address is not case sensitive, but it could be. So, it's best to use the "reply" function, or type the address exactly as the person gave it to you. (For more information, see: http://email.about.com/od/emailbehindthescenes/f/email_case_sens.htm)

9. Only use "Cc" and "Bcc" if it is truly appropriate. Use them correctly.

    - "Cc" stands for carbon copy (or courtesy copy)

    - "Bcc" stands for blind carbon copy. The other recipients will not see the "Bcc" address. (Privacy Note: Use "Bcc" to send a message to many people without showing everyone the list of email addresses.)

10. Be careful with the "Reply" and "Reply to All" features.

    - Does everyone really need to see your response?

11. Proofread before you hit "Send".

    - Check your spelling, grammar, and punctuation.
    - Remember your audience. Will they have the information they need to accurately respond to your message?

> Learn to use the **spell check** function in your email program.

Good Idea
> ➢ Write your message first.
> ➢ Proofread it.
> ➢ Then, fill in the e-mail addresses.

For more information, check out the links on our Quia web page.