



Dear Kesarians,

Let's understand the email etiquette to be followed in workplace environment.

Opening your email Inbox can be like opening a box of instructions and guidance. Consider what impressions your emails make on others; it's always the right time to set your emails apart from the pack.

Follow these steps and improve your email etiquette.

Use the recipient fields correctly :

Addressees in the "TO" field is expected to take action, and those on "CC" are for keeping colleagues or managers informed.

Never keep more people in TO :

When mass mailer is being sent. Keep people in BCC and CC to who you want to inform.

Make the subject line useful :

Subject line is headline of entire email, keep it very short and simple. A good subject line provides a useful summary of the email's content, preparing the reader quickly.

Use a proper salutation :

Addressing the recipient by name is preferred. Use "Hello, Hi or Dear" before the name.

Keep your email short and simple :

Email should be very short and informative. It should be very simple, we should convey our message in minimal words.

Keep your email concise, conversational, and focused :

Email should not be like an essay, it is harder to read letters on a computer screen than on a sheet of paper, so keep emails short and to the point.

Do not use fancy formats :

Use very simple and basic fonts.

Be careful of who you copy on replies :

Pay careful attention when you reply to emails, we get two options, "Reply" and "Reply All." Keep the right people in reply all.

Be careful using abbreviations and emoticons :

Do not use overrated and super fancy emoticons when you are emailing in corporate environment.

Never use short forms like “BTW” (by the way), gr8 (great).

Don't add an attachment unless really necessary :

Keep attachments as small as possible. Most email applications can send and receive attachments up to 1 MB, but anything over that can be a hassle for you or the recipient, and even smaller files can take a long time to open if the recipient's email connection is slow.

Read twice before you send :

Read emails as many times as you can, it should not have any grammatical error, spells and unnecessary space.

Do not make fonts bold, “it seems that you are shouting” Feel free to write the subject and text of the email, then save it.

End the email properly :

It is important that you end an email just like you would end any other conversation. You should end your email by saying "Thanks," "Thank You," or "Sincerely" followed by your name. Your emails should also include a signature.

Avoid having private conversation over emails :

Never use emails as a medium of communication with your friends and colleague. Email isn't completely private, so it's possible that the person whose business you're discussing could see the emails.

All the email conversations are saved in IT servers for business purpose.

Never share information of others without permission :

Never reply or share information which is not intended to you, if you need someone to reply on an email, take the permission before you hit the reply.

Don't send an email when you're angry :

if you're angry at someone at work, and you email that person a large rant in all caps, this could cause the person that you emailed to become irritated.

This is the same thing with replying to emails; if you're angry at someone for sending you a particular message, hold off replying until you have calmed down.

Recognize when a phone call may be better :

It may be quicker to pick up the phone instead of sending countless emails back and forth. If an issue has not been resolved within three emails, you should pick up the phone and call the person.

There are times when the phone is more efficient than exchanging multiple emails.

End your email politely.
Closing with a statement such as "Best wishes," "Good luck," or "Thanks in advance for your help,"
can soften even a harsh email and can elicit a more favorable reply.

Thank you.
Warm Regards,

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