

## Emailing Etiquette

1. Be concise and to the point
2. Answer all questions, and pre-empt further questions
3. Use proper spelling, grammar & punctuation
4. Make it personal
5. Answer swiftly
8. Use proper structure & layout
9. Do not write in CAPITALS
10. Read the email before you send it
11. Take care with abbreviations and emoticons
12. Do not use email to discuss confidential information
13. Use a meaningful subject
14. Avoid long sentences
15. Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks
16. Don't forward virus hoaxes and chain letters