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Email Etiquette

GPS Standard:

BMA-IBT-6.1 Exhibit appropriate business (oral, written, and digital) communication skills needed in the workplace to facilitate information and communication.

Email Etiquette

View the following video <https://www.youtube.com/watch?v=dxAuQHMTX5c> on email etiquette and answer the following question:

What are the six tips the video gives on sending emails.

- a. making sure your address is still professional sounding
- b. if you received an angry message or are feeling enraged yourself step away from the computer
- c. include a friendly greeting and closing
- d. proofreading
- e. effective timing
- f. the faster you respond the shorter your answer should be

Netiquette- Email Etiquette for Students

View the following video <https://www.youtube.com/watch?v=OOViNp0w3ZM> on Email Etiquette for Students.

1. Why is email etiquette important?
Because without proper email etiquette your teacher won't know what your asking
2. What are three tips on typing your emails?
 - a. type in full sentences
 - b. include periods and commas
 - c. when referring to yourself, use a capital I
3. What tip does the video give on writing subject lines in an email?
it needs to be short and specific
4. In your email, what should you clearly state?
what you need help with
5. How should you end your emails?
with thank you and your name
6. What should be the tone of your email?

Respectful

Professional Email Etiquette

View the following video <https://www.youtube.com/watch?v=roJ7PBLdFts> on Professional Email Etiquette and answer the following question:

What are seven tips given in the video on sending professional emails?

appropriate email address , always start with a formal salutation , lead with a crystal clear subject line , be clear and polite in your email , check for capitalization , stick to default font and color , read email out loud for sending

1. What suggestion does the video give on creating an appropriate email address?
make a professional email
2. Why does the video suggest creating your own personal email address even if you have a school email address?
because they disappear after you graduate
3. Always start your email with a formal greeting or salutation such as Dear Mr. or Ms. and their name or their title.
True or False (*underline or highlight your answer*)
4. According to the video, what part of an email should NOT be left empty?
subject bar
5. How should you write your sentences when sending emails?
write it all out
6. Why should you avoid typing in all caps when sending emails?
because it reads like your screaming
7. How should you end your emails?
with a thank you and your name
8. Emails are NOT forever. If you send something you can always take back what you send?
True or False (*underline or highlight your answer*)
9. How long should you wait to receive a response to your email?
a minimum of 24 hours

10. How long should you wait to respond to an email?

24 hours