**EMAIL ETIQUETTE 101**

Send email at appropriate time of day: 9am-5:00pm. If sent outside “normal business hours” don’t expect a response immediately. People are busy! Wait at least 24 hours in most cases to hear back.

Check Cc and Bcc lines to make sure you are sending it to who it’s supposed to go to.

Identify who you are.

Identify why you are writing to them.

If requesting a meeting, include availability.

Typically you are requesting something in an email; always make it easier on them by seeing if there is anything else you can provide or do.

**FINAL CHECKS**

**IS THIS CONCISE AND TO THE POINT?**

**DID I SPELL EVERYTHING CORRECTLY?**

**DID I USE APPROPRIATE GRAMMAR?**

**IS ALL RELEVANT INFORMATION INCLUDED?**

**HOW IS MY TONE?**

**AVOID: BOLD, UNDERLINE, ALL CAPITALS. PLEASE AND ‘THANK YOU’ GOES A LONG WAY**