

INTERNAL MEMORANDUM

To: Georgia College Campus Community
From: Office of Legal Affairs
Subject: Professional Email Etiquette
Date: October 18, 2018

It can be difficult to navigate the ins and outs of professional email etiquette. But it's most likely the main way you connect with your supervisor and co-workers. That means every message you send is a chance to make a good impression...or a bad one. In the interest of Georgia College's 3 Rs: Reason, Respect, and Responsibility, the attached are a few best practices for professional email etiquette.

1. Subject Line
 - a. Your subject line should be clear and direct. This allows your recipient to know the content of your email.
2. Reply All
 - a. Think twice before hitting "Reply All" and ask yourself if everyone on the list needs to receive the email.
3. Email Greetings
 - a. Make sure you are using professional email greetings. Use "Hi" or "Hello" instead of "Hey" or "Hi folks".
 - b. When addressing someone you do not know well or with whom you only have a formal relationship, address them by their title and last name unless they have asked you to do otherwise.
4. Proofread Your Messages
 - a. Always proofread your messages before you send them and do not rely on spellcheck. Your mistakes will not go unnoticed by the recipient.
5. Double Check Recipient Email Address
 - a. Pay attention to the name you are typing and selecting from your address book. There may be several people named "Sandra" at Georgia College and you do not want to send your email to the wrong person, especially if it is confidential in nature.
6. Confidentiality
 - a. Although there are times when confidential information is shared through email messages, you should always remember that all university email messages are subject to the Georgia Open Records Act.
7. Acknowledge Email Messages
 - a. Always respond to your email message in a timely manner, even if the recipient is not requesting a response. Replying within 24 hours is common courtesy.

8. Signature Block

- a. The university has a standard signature block that should be used. This allows your recipient to know how to contact you and will also show the legitimacy and professionalism of your email message.
- b. End your email message with a closer such as thank you, sincerely, best, or kind regards.

9. Email Message Tone

- a. Watch your tone. You usually want to make sure to come across to the recipient as respectful, friendly, and approachable. You do not want to sound curt or demanding. Reread your message several times before hitting send.

10. Abbreviations

- a. Avoid using texting abbreviations in your professional email message and spell out the entire word.

11. Font and Size

- a. Make sure you are using a font that is easy to read and is professional looking. Commonly used fonts are Garamond, Times New Roman, and Calibri.
- b. When sending documents out from your office make sure you are using the same font on all documents.