

## **E-mail Business Etiquette**

Do not abandon business etiquette in your use of e-mail! Remember:

- Business-like writing style
- Attention to grammar, spelling, punctuation (same rules as for hard copy correspondence)
- E-mail alias so recipient sees your full name, or your full name with @UST.edu, in his/her e-mail in-box.
- Subject line meaningful to recipient.
- Clear signature block with your full name, postal mailing address and return e-mail address (obviously there is no handwritten signature).
- Be careful about including quotations and sayings in your signature block. Obviously don't include anything that has potential to be offensive or misunderstood. Think about the impression your message sends to someone who doesn't know you, and be judicious.
- Don't use all capitals. It's the e-mail equivalent of SHOUTING and people don't like it.
- By the same token, don't use all lower case letters.

Sources

[Netiquette](#) by Virginia Shea, "Miss Manners of the Internet."  
[NetManners.com: Business E-mail Basics](#)

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