

# Email Etiquette

Email correspondence is a very common form of communication in the job search, the workplace, and in a college environment. When contacting employers, work colleagues, and/or NSC faculty/staff, it is very important to use proper email etiquette as impressions will be formed based on the email you write. Follow the tips below to make a good, professional impression!

## Email Etiquette Do's

- Make sure your email address is professional, which usually consists of parts of your name, and maybe a few numbers. Examples include [jsmith@gmail.com](mailto:jsmith@gmail.com) or [sam.anderson25@gmail.com](mailto:sam.anderson25@gmail.com).
- Include a subject line that is clear and to the point. Example: "Interest in Summer Intern Program." Do not leave the subject line blank.
- Start your email with a salutation (Hi Mrs. Smith, Dear Dr. Young, Good Morning Paul) and end it with a closing such as Sincerely, Respectfully, Thank You, etc.
- Address the individual as Mr., Mrs., Miss or Dr. when appropriate.
- Ensure your grammar, punctuation, capitalization, and spelling are error-free. Review your message prior to hitting send.
- Check the tone of your email to make sure it sounds polite, positive, and respectful.
- Use please and thank you when appropriate.
- Use standard font styles and font size.
- Respond to employer emails in a professional timeframe, usually within 48 business hours. (Don't be surprised if employers do not respond immediately to your email. Remember that employers can be busy. Give employers at least 1-2 weeks before sending a follow up email.)
- Double check that you are sending to the correct email address.
- Always include a professional email signature at the end of your email. A professional email signature typically includes your name and contact information. It could also include your major, expected graduate date, and/or leadership title(s) you hold.
- Keep your email communication to one thread per topic. This means reply back to the original/last email – do NOT start a new email to correspond on the same topic.

## Email Etiquette Don'ts

- Don't use text message abbreviations such as LOL, BTW, OMG, TTYL, or THX.
- Don't use text emojis or emoticons (i.e., smiley faces)—these are unprofessional.
- Don't use ALL CAPS. It signifies yelling and is very unprofessional.
- Don't use an unprofessional email address like [lovesdogs@gmail.com](mailto:lovesdogs@gmail.com) or [jerzygirl75@aol.com](mailto:jerzygirl75@aol.com).
- Don't use an email domain such as aol.com, msn.com, hotmail.com, or comcast.net – employers may assume you're technology illiterate. Use Gmail or iCloud email domains instead.
- Don't use colored text and/or images. Work emails are not the place to express your creativity.
- Don't leave the subject line blank. Also, don't be too casual in your email.
- Don't forget to include important information, such as your name and email signature, how the individual can get ahold of you, etc.
- Don't have spelling or grammatical errors. Double check your message prior to sending.
- Don't start a new email when responding back – respond back to the original to keep it one thread.

To view examples of professional and unprofessional email correspondence, read on to page 2 of this document.

## Examples of Unprofessional Emails (DON'T do this)

Send	From	ninjagurl@hotmail.com
	To	career@nsc.edu
	Cc	
	Subject	

I need help with my resume. Idk how to craft one. Thx.

Send	From	liveloughlove@yahoo.com
	To	abby.smith@target.com
	Cc	
	Subject	APPLYING TO YOUR JOB

Attached: MY RESUME.docx (11 KB)

I attended the Career Fair and spoke with you about your job. my resume is attached. sorry I don't hav a cover leter thx ☺

Sally Johnson

### Reasons These Are Unprofessional:

#### **Email from ninjagurl@hotmail.com:**

- The sender's email address is unprofessional.
- There's no text in the Subject line.
- There's no salutation (ex. Hi Career Services) or closing text (ex. Sincerely).
- There's no professional email signature – the reader doesn't know ninjagurl's name or contact information.
- There's text message abbreviations (Idk, Thx).
- The body of the email is too short and vague.

#### **Email from livelaughlove@yahoo.com:**

- The sender's email address is unprofessional.
- All CAPS is used in the Subject line – this is unprofessional and signifies yelling.
- There's no salutation (ex. Hi Abby) or closing text (ex. Sincerely, Thank you).
- There's spelling errors, text message abbreviations, and text emoticons (☺).
- There's no professional email signature.
- The resume attachment is named vaguely "MY RESUME." It's better to rename to "Sally.Johnson.Resume."

## Examples of Professional Emails (DO this)

Send	From	sally.johnson25@gmail.com
	To	abby.smith@target.com
	Cc	
	Subject	Interest in Management Trainee Position

Attached: Sally Johnson.CoverLetter.pdf (24 KB); Sally Johnson.Resume.pdf (24 KB)

Hi Abby,

It was nice meeting you at Nevada State College's Career Fair earlier this week. I enjoyed speaking to you about your current opening for the Management Trainee position and feel I would be a great candidate. Per your request, I am following up via email and attaching both my resume and cover letter.

Thank you for your time and enjoy the rest of your week!

**Sally Johnson**  
Business Administration Major – Nevada State College  
702-555-5555  
[sally.johnson25@gmail.com](mailto:sally.johnson25@gmail.com)

### Reasons These Are Professional:

#### **Email from sally.johnson25@gmail.com:**

- The sender's email address is professional.
- The Subject line is clear and to the point.
- There's a salutation (Hi Abby) and closing text (Thanks for your time).
- There's a professional email signature.
- The email is error-free. No grammar, spelling, or punctuation mistakes.
- The email is short yet provides enough context for the reader to understand.
- The attachments are named correctly by including the individual's name, not simply "Resume" or "Cover Letter."

Send	From	kevin.martin@students.nsc.edu
	To	career@nsc.edu
	Cc	
	Subject	Need Resume and Job Search Assistance

Dear NSC Career Services Center,

I am looking for employment this summer and would like to update my resume. I was told by my faculty member that your office helps students with resume reviews as well as the job search. Can I schedule an appointment to discuss these topics? Feel free to call me on my cell phone at 702-555-5555.

Thank you for your help!

**Kevin Martin – NSC Communication Major**  
President – Nevada State Student Alliance  
702-555-5555  
[kevin.martin@students.nsc.edu](mailto:kevin.martin@students.nsc.edu)

#### **Email from kevin.martin@students.nsc.edu:**

- The sender's email address is professional.
- The Subject line is clear and to the point.
- There's a salutation (Dear Career Center) and closing text (Thanks for your help).
- There's a professional email signature.
- The email is error-free. No grammar, spelling, or punctuation mistakes.
- The email is short yet provides enough context for the reader to understand.