

E-MAIL @ WORK

Let's take a look at some e-mails and comment on the good and the bad points.



From	Harry.Lim@presto.co.my
Date	25:7:03 16:06:29
To	shirley@shirleytaylor.com
CC	
Subject	HELLO!!!!

hi Shirley

Hope things r well with u its good 2 know that u will be back in Malaysia again in nov to hold your seminar on effective biz writing. PLS LET ME HAVE SOME FREE DATE while u r over here. some bookstores r interested in a talk cum singing event, I hope u will agree to take part.

tnks & rgs
Harry

unformatted line.
be specific

think OK, but use a capital letter

abbreviations like these are only suitable for mobile phone text messages, not for your e-mails

Use capital letters

abbreviate, and do use initial capitals

shouting, and considered rude

Check your spelling – I think the writer means 'signing'!

abbreviations like this at the close



Don't use capitals in e-mail messages. They imply SHOUTING AND AGGRESSION and they are not polite.



From	Harry.Lim@presto.co.my
Date	25:7:03 16:06:29
To	shirley@shirleytaylor.com
CC	
Subject	Book signing in Malaysia

Hello Shirley

I hope things are well with you.

I was pleased to hear that you will be back in Malaysia again in November to hold your seminar on Effective Business Writing.

Some bookstores are interested in asking you to do a talk and signing event. I hope you will agree to take part. If so, please let me have some free dates while you are over here.

See you soon.

Harry

Here is a SMART subject line

opening paragraph, clear line spaces between paragraphs

abbreviations and no code

The message is in accordance with the 4 point plan

message finishes off the message nicely



Effective communication gives a professional impression of you and of your organisation. Effective communication helps to get things done.