

# 30 Most Important E-mail Etiquette Tips:

1. Do be concise and to the point
2. Answer all questions, and pre-empt further questions
3. Use proper spelling, grammar & punctuation
4. Make it personal
5. Use templates for frequently-used responses
6. Answer an e-mail promptly, preferably within days of receiving it
7. Do not attach unnecessary files, or overly large ones
8. Use proper structure & layout
9. Do not overuse the "high priority" option
10. Do not write in CAPITALS
11. Don't leave out the message thread
12. Add disclaimers to your emails
13. Read the email before you send it
14. Do not overuse "Reply to All"
15. Take care with abbreviations and emoticons
16. Be careful with formatting
17. Take care with rich text and HTML messages
18. Do not forward chain letters, in particular those requesting donations or support.
19. Do not request delivery and read receipts
20. Do not ask to recall a message.
21. Do not copy a message or attachment without permission
22. Do not use email to discuss confidential information
23. Use a meaningful subject; one related to the content of the e-mail
24. Use the active instead of the passive voice
25. Avoid using "URGENT" and "IMPORTANT"
26. Avoid using long sentences
27. Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks or pictures
28. Don't forward virus hoax messages
29. Keep your language gender neutral
30. Don't reply to spam

