

Introduction to Professional Email Etiquette

North Carolina Business Committee for Education

- ❑ Professional email is a different genre of writing than texting. Use proper spelling and punctuation, as well as complete sentences.
- ❑ Use a professional email address that is your own, i.e., do not use a family member's email address.
 - Examples of unprofessional email addresses: dinosaur.luvr@example.com, lifeoftheparty420@email.com, AragornofGondor@email.com
 - Examples of professional email addresses: JoySmith@email.com, Joy.A.Smith@email.com, JSmith@email.com, JoySmith04@email.com.
- ❑ Use polite and respectful language.
 - [Examples of professional and unprofessional language](#).
 - Do not use profanity or abbreviations for profanity in professional emails.
- ❑ Proofread before sending.
- ❑ Have a greeting at the beginning of the email. See below for an example:
Hello Ms. Sullivan,
- ❑ Sign off the email with your first and last name. See below for an example:
Thank you,
Charlie Patterson
- ❑ Make sure you have read an email addressed to you thoroughly before replying to the sender.
- ❑ Depending on the context and your relationship with the recipient, ask them for something instead of demanding it.
 - Example of demanding: *Send me a recording of the webinar from yesterday.*
 - Example of asking: *Could you send me the recording of the webinar from yesterday?*
- ❑ If someone copies one of their colleagues in an email to you, also copy that person in your reply to their email.
- ❑ It is customary to allow 1 to 5 business days for someone to respond to a professional email before emailing them again.
 - When you can, try to combine relevant points into one email, as opposed to sending multiple emails in a day to someone, as to not clog up their inbox.
- ❑ Generally, avoid text written in all capital letters because that represents shouting.

Additional notes and resources:

- For some professional emails, one may want to address the person by their title and last name, such as "Professor Miller," "Ms. Wong" or "Dr. Gonzalez."
- Err on the side of not using emojis in professional emails.
- Of note, professional email etiquette can differ for people with which one frequently collaborates, i.e., in some cases, more casual emails might be acceptable.
- If you would like suggestions of how to make your email draft more formal, polite, or professional, [GoblinTools'](#) AI formalizer can be of assistance.
- If you are interested in learning more about professional email etiquette, view this resource from [UNC Chapel Hill's Writing Center](#).