

## **Email meeting**

*In pairs, decide which of the following rules you think would be good to have in your company*

It is generally best to CC your boss into all messages

Under no circumstances must you send personal emails from work

Please make a habit of pasting all documents into *the body of the email* as well as attaching them

Please make sure you report anyone in the office who is *forwarding* joke emails

We recommend you avoid opening all *attachments*

You might find it is a good idea to write and *spell check* your emails in Word and then *paste* them into your email later

It is company policy to be careful with spelling and punctuation even in short, informal emails

We strongly recommend that you use clear paragraphs (one topic per paragraph)

Try to avoid using short forms and abbreviations (*CU, RU* etc.) in any emails

The best method of dealing with junk mail is to set your protection on 'high' and check your *trashcan* for emails that are not junk once every couple of days

For security and privacy reasons, it is not permitted to copy your work emails onto *flash drives, floppy disks* etc.

Deleting work emails is not allowed

We suggest keeping all emails short

As some people who read our emails are not native speakers, you should make an effort to use simple language

Please try your best to keep all sentences short and avoid complicated forms to understand, like passives

Please be sparing with the use of *emoticons*

You might find it better to avoid words in your *subject line* like "money" and "hi", as these are often used in junk mails and people tend to delete them without reading them

It is vital that you remember to copy all messages into *the 'sent' folder*

Please make an effort to write interesting subject lines that will get people's attention

Ideally, an email should be no more than 5 sentences long.

Without fail, quote back. This will ensure that the person you are replying to remembers what you are talking about.

If you don't have time to reply to an email straight away it is sometimes worth sending a quick acknowledgment, saying you will deal with it later.

*Put the underlined phrases above into order of strength, from strongest to weakest.  
Some may be equal.*

Strongest

Weakest

*Discuss with your partner whether you would change any of the sentences into a stronger or weaker form*

*Using this or similar language, add 3 new rules to your list*

*As a class or large group, choose a chair and hold a meeting to decide a ten point list of rules and guidance for the use of email in your company*

## **Email abbreviations**

*What do email and internet words in italics in the original sentences mean?*

*Do you know any of the other short forms and abbreviations from the email, chat rooms, texts etc. below?*

CU

RU

CC

ASAP

Btw

L8R

LOL

IMO

IMHO

FAQ

FYI

ROTFL

Thx

TBA

*Match the short forms and abbreviations above to their meanings below*

To be announced frequently asked questions later carbon copy thanks are you by the way see you as soon as possible in my opinion in my humble opinion for your information laughing out loud rolling on the floor laughing

*What do you think about using expressions like these in business emails?*