

# **e-correspondence**

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# **e-correspondence**

**Electronic Correspondence**

**=**

**email**

# What is email?

- Email is Electronic mail

# Advantages of email:

- Cheapest, fastest, & the most hassle-free
- Distance & Time Zones no obstacle
- Accessible world-wide

**Email: New Medium of Communication**

**Demands New Style & New Approach**

# e-mail Service Providers

- yahoo

- google

- Rediff

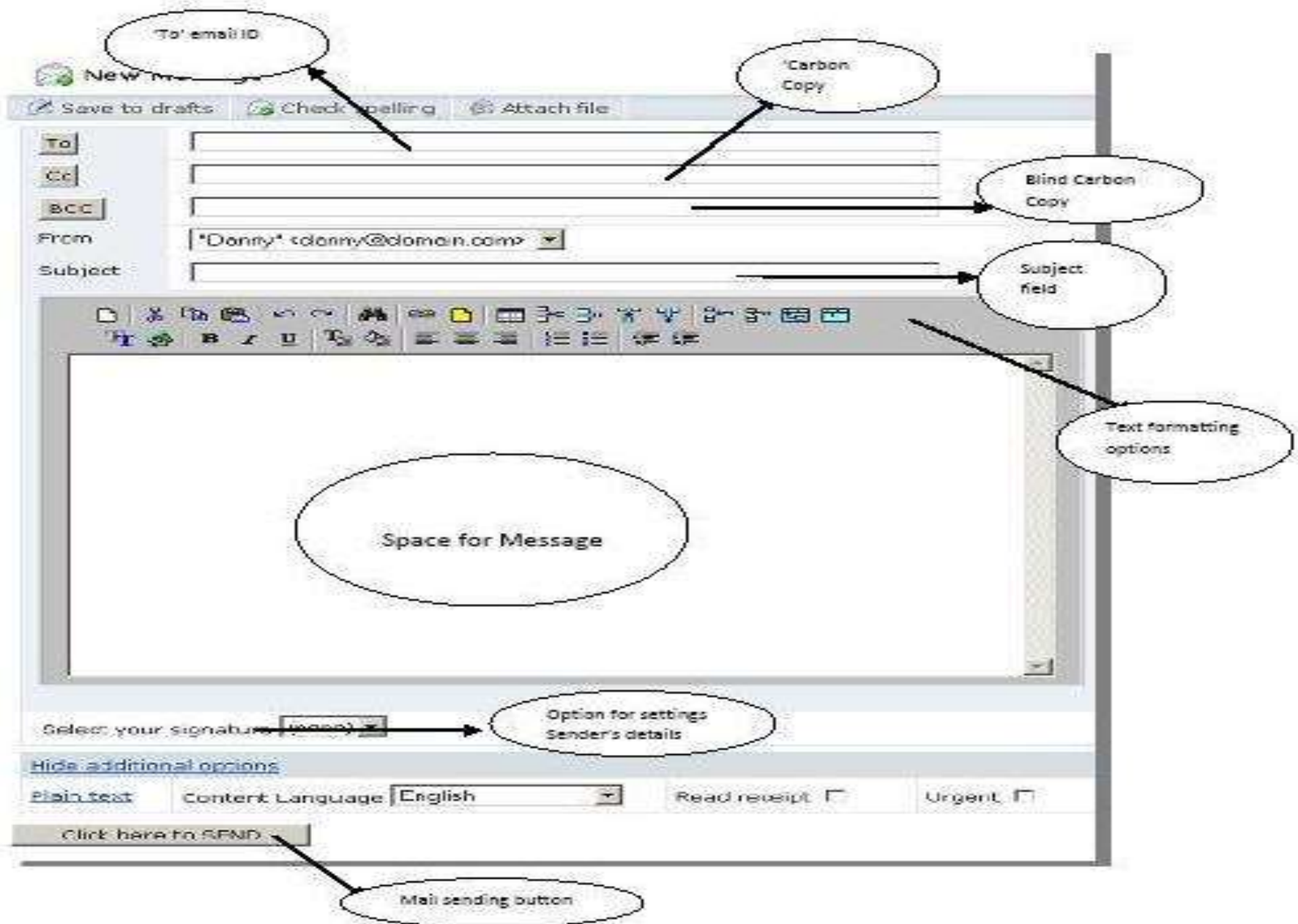
- hotmail

# Common Domains

Sl. No	Domain Types	Expansion	Example
1	.com	Commercial/business	Yahoo.com
2.	.net	Network provider	Etv.net
3	.gov	Government agency	Apcce.gov.in
4	.edu	Educational institution	Uhy.edu
5	.info	Information	Andhrauniversity.info
6	.org	Non-profit organization	Redcross.org



# Sample email page





# Components of email

- 'From' email address
- 'To' email address bar
- 'CC' email address
- 'BCC' email address
- 'Subject'
- Message Window

# Components of email

- **What is 'CC'?**
- **CC means carbon copy**
- **Why CC?**
- **For Information only**
- **Reply if necessary only**

# Components of email

- **What is 'BCC'?**
- **BCC means Blind Carbon Copy**
- **Why BCC?**
- **For Information only**
- **Reply if necessary only**

# **e-mail Page Layout**

- Confine to one screen page**
- Lengthy page uncomfortable reading**
- Short Paragraphs**
- Blank Space in Between**
- Number / bullet the points**

# Reply

- **Speed is the Essence of email**
- **Quick Response Expected**
- **Check Inbox once in 24 hrs**
- **Reply with Professionalism & Courtesy**
- **Respond Point by Point**
- **Check Spelling & Grammar**

# **Reply (contd)**

- Pre-empt further questions**
- Check Inbox once in 24 hrs**
- Reply with professionalism & Courtesy**
- Respond point by point**
- Check Spelling & Grammar**

# **Reply (contd)**

- Do not take off the Previous Message**
- Previous Message a Thread to the New**
- Check Your message before 'Send'ing**

# Format email with Care

- **Formatting Options:**

- **Font: Size, Colour, Bold, Italics, Underline**

- **Indent**

- **Numbering**

- **Bullets**



# **Level of Formality**

- Email is not Informal**
- Email Formal in Text & Tone**
- Conversational in Style**
- Formal in Tone**
- Avoid Ambiguity**
- Appropriate Level of Formality**

# email Acronyms

- **BTW – by the way**
- **FYI – for your information**
- **IMO – in my opinion**

# email Jargon

- **Spam – Unsolicited messages**
- **Bounce – message returned to sender**
- **Flame – hostile message**

# **email Etiquette: *Netiquette***

- Etiquette: Respect to Others**
- Netiquette: Etiquette on the Net**
- Proper etiquette edge over others**
- Wins Public Relations**
- Forms an impression about you**

# E-Mail Etiquette

- The purpose of e-mail etiquette:
  - Professionalism.
  - Efficiency.
  - Security.

# Gender Neutral Language

- Avoid Gendered Language

- **Ex: The user should add his signature**

- **Ex: The user should add signature**

# **Treat email Confidentially**

- **Though easy, do not share every mail**
- **Sharing: Breach of Confidence**
- **Risk of Losing One's Job**

# **Personal & Professional emails**

- Personal email**
- Work-related email**
- Prudent use of email**



# E-Mail Rules

- Know your internal policies.
- Keep responses concise.
- Answer questions asked in the original e-mail.
- Use proper punctuation, grammar and spelling.

# E-Mail Rules

- Personalize your e-mail.
- Avoid unnecessary file attachments.
- Check for proper layout.
- Use high-priority option sparingly.

# E-Mail Rules

- DO NOT USE ALL CAPITAL LETTERS!
- Read message thoroughly before sending.
- Know when to “reply to all.”
- Don’t abbreviate.
- Delete chain letters immediately.

# E-Mail Rules

- Protect confidential information.
- Clearly identify the subject.
- Avoid unprofessional language.
- Minimize use of **bold** font.
- Use blind copy (BC) when individuals don't know each other.

# E-Mail Rules

- Use appropriate opening and closing.
- Auto-respond when out of the office.
- Don't burn your bridges.

# Enforcing E-Mail Etiquette

- Stay abreast of internal policy.
- Attend available training.
- When in doubt, ask.

# E-Mail Privacy

- There is no such thing.
- Be aware of company monitoring systems.
- Once sent, e-mail cannot be controlled.
- Protect information from hackers.

Questions?