E-mail Etiquette

1. **Keep it Concise** - When responding to e-mail always remember that time is valuable, especially in this day and age of small attention spans. Also, be respectful of the e-mail recipients bandwidth by not attaching large files or messages.

2. **ABC's** - Always use correct grammar and spelling. If e-mail is the first contact you will have with a potential employer you want to make a good impression. Correct grammar and spelling also helps to convey the message properly. If you have a spell-check program, why not use it?

3. **Answer All Questions** - Not answering questions will lead to further e-mails. This is not only a waste of time for the employer, but for you as well. Additionally, be sure to preempt questions to exhibit your thoughtfulness and efficiency to potential employers.

4. **Answer Swiftly** - If employers did not want a quick response they would ask for you to send a letter or a fax. Therefore, each e-mail should be replied to within 24 hours, and preferably within the same working day.

5. **Don't Attach Unnecessary Files** - By sending large attachments you can annoy employers and even bring down their e-mail system. Wherever possible try to compress resumes and cover letters. Moreover, you need to have a good virus scanner in place since potential employers will not be very happy if you send them documents full of viruses!

Addressing E-mail

**Employers**

When responding to potential employers always be conservative. If you are seeking an interview and have not yet met the person remember to address them by last name at all times. However, if you have had the opportunity to meet with the interviewer and your "gut" feeling says you would appear "snooty" if you addressed this person by last name, make a point of using their first name somewhere in the message, but never in the greeting.

**International Employers**

Always use the conservative greeting when sending e-mail to potential employers outside the United States. Address foreign employers by their last name unless the person has given permission or requested that you use his/her first name.

**Others**

Mr., Mrs., and Ms. Along with their last names should always be used to address those who are above you in status. Remember you want to make the e-mail as personal as possible, but you never want to seem disrespectful.