

Teacher's notes 1

DOS

- **Use an informative subject line**, which says what the email is about.
- **Write the most important information first.**
- **Use numbers and bullet points** to make the message clearer.
- **Use simple grammar.** Avoid things like the passive. (As emails are a fast means of communication, they tend to be less wordy and complex than formal letters.)
- **Write short sentences.**
- **Use paragraphs** to keep the email clear and easy to understand

DON'TS

- **Write 'hello' as your subject line.**
- **write about irrelevant issues.** The reader will soon hit 'delete' if the email doesn't get to the point.
- **Give personal information that you don't want anyone else to know.** (The email could end up in the wrong hands)
- **Use capital letters to write whole words** as in emails, this is considered shouting.
- **Use different fonts in the email** (the recipient's computer may not be compatible)
- **Use Italics** (the reason may be misunderstood, due to cultural differences).
- **Use exclamation marks.**
- **Use abbreviations** like coz and uni, as the recipient may not understand them.
- **Use acronyms** like BTW for the same reason.
- **Use smileys.** They may be misunderstood and come across as unprofessional.