

Email etiquette

by Ana Kovačić, prof.



Email etiquette

Etiquette - a set of rules for behaving correctly in social situations

netiquette

English: netiquette

Trends


Definition of 'netiquette'

netiquette

Collins COBUILD

Word Frequency



(netɪkət )

UNCOUNTABLE NOUN

Netiquette is the set of rules and customs that it is considered polite to follow when you are communicating by means of email or the internet.

COBUILD Advanced English Dictionary. Copyright © HarperCollins Publishers

Email etiquette

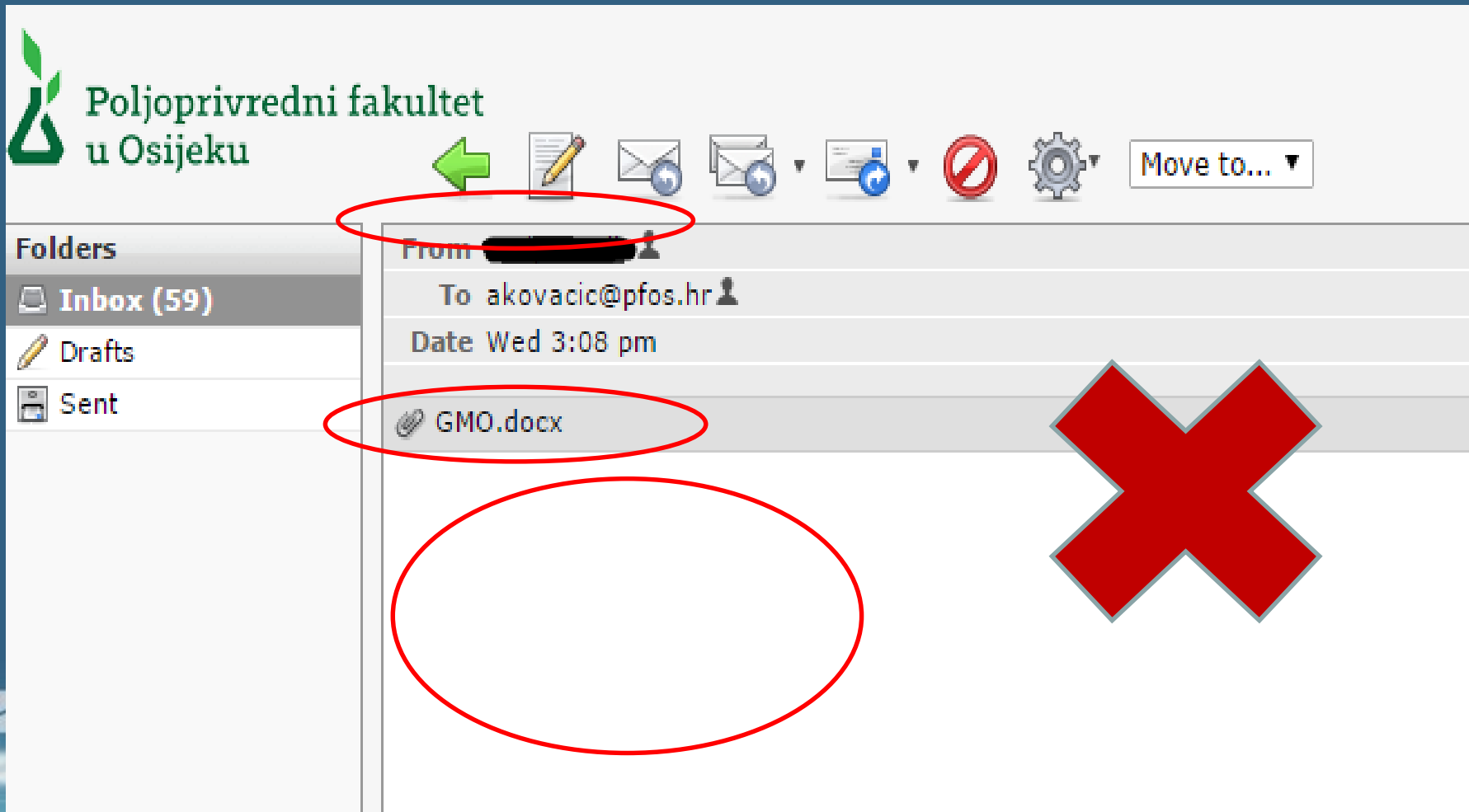
Etiquette - a set of rules for behaving correctly in social situations

Why do we need rules?

What do my emails say about me?



Email etiquette



akultet



Move to... ▾

Subject **GMO homework**

From [redacted] [person icon]

To Akovic [person icon]

Date Today 8:40 pm

GMO Homework Benedict C...chnics Professional.docx

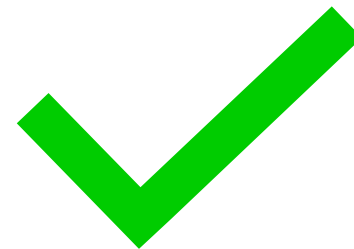
Dear professor Kovacic,

GMO Homework Benedict Cumberbatch Zootechnics Professional.docx

please find attached my homework: GMO.

Sincerely,

Benedict Cumberbatch, Zootechnics, Professional Study



Email etiquette



Attachments

From akovacic <akovacic@pfos.hr> [Edit identities](#)

To

Courtesy Copy

Cc

Blind Courtesy Copy

Bcc

Be precise!

[Add Reply-To](#) | [Add Followup-To](#)
Subject Vježbanje pisanja poslovnog maila

Polite greetings

Postovani _____,

Reason for writing

mozete li mi molim Vas reci _____?

U prilogu Vam saljem _____.

S postovanjem,

--

Ana Kovačić, prof.

Samostalna katedra za strane jezike i tjelesnu i zdravstvenu kulturu,
Poljoprivredni fakultet u Osijeku

Email etiquette

1. Email address

-use a professional one

peroperic@mail.com

vs. *hotstuff123@mail.com*

2. Subject

-be precise but brief

Vaša preporuka za stipendiju
(Your scholarship recommendation)

vs. *Preporuka*
(Recommendation)



Email etiquette

3. Polite salutations:

- *Poštovani profesore Horvat,*
- *Poštovani,*

- Dear professor Horvat,
- Dear Sir/Madam
- To Whom It May Concern

Poštovana gđo. Horvat

*Poštovani
g. Horvat*

- Dear Ms. Horvat/
Dear Mr. Horvat



Email etiquette

4. Polite endings:

Formalno:

S poštovanjem,

- *Sincerely,*
 - *Yours sincerely,*
 - *Sincerely yours,*
 - *Yours faithfully,*
- (UK, when you don't know the person)

Manje formalno:

Srdačan pozdrav,

Lijep pozdrav,

- *Kind regards*
- *Best regards*



Email etiquette

5. Content

- be polite and formal (no abbreviations or emoticons, sorry ☹️)
- say the reason you're writing to the person
- be short and to the point, communicate tactfully
- mind your spelling and grammar
- DON'T USE ALL CAPS (or excessive punctuation!!!)**



Email etiquette

5. Content

- appropriately label attachments

Naslov Ime Prezime Grupa

- say thank you if you made a request

- use appropriate signature (state your basic information)

Pero Peric, Studij/Smjer, Grupa

Remember – emails are public! Think before you hit send.



Email etiquette

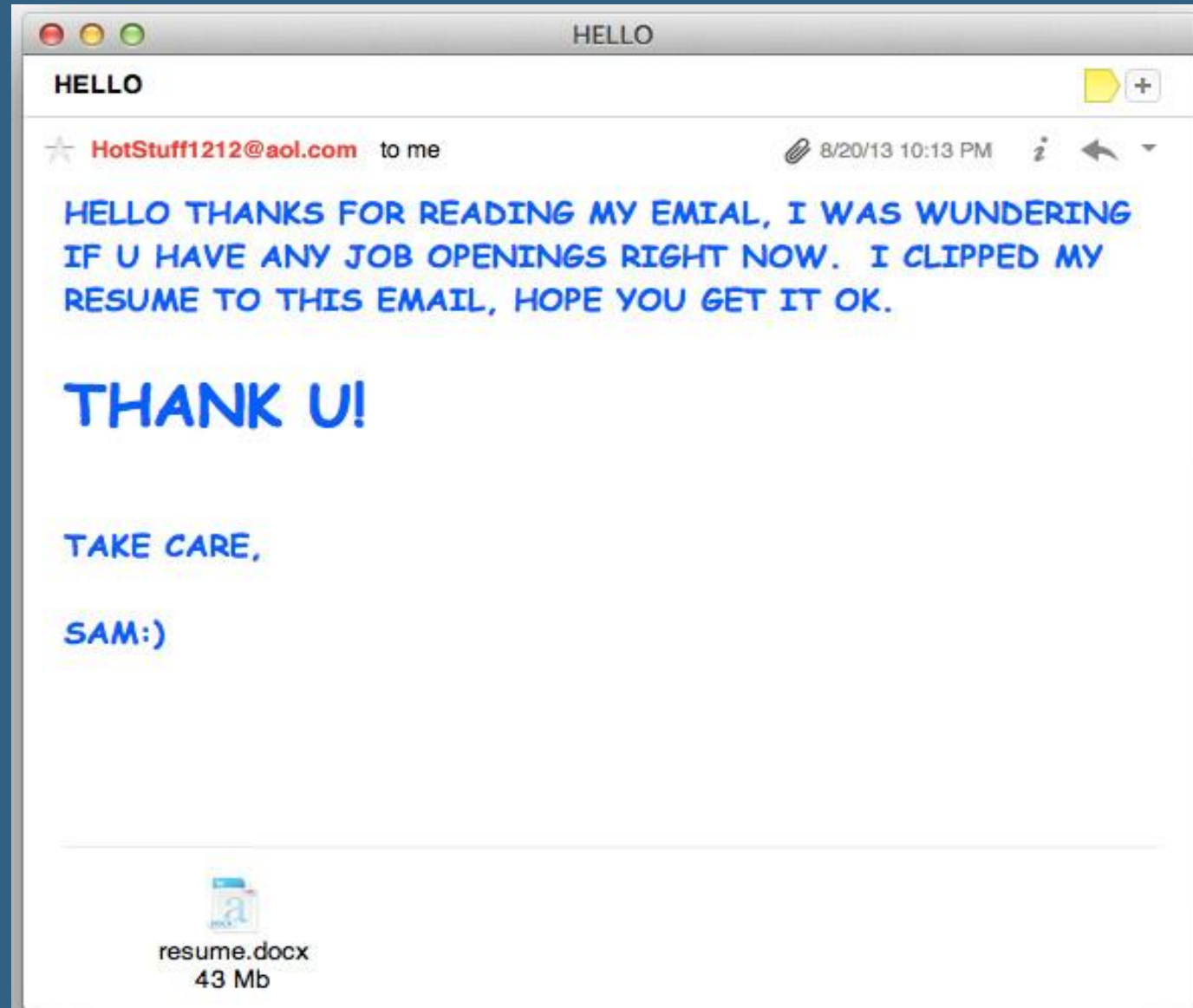
Summing up:

1. Address
2. Subject line
3. Introduction
4. Reason/Request
5. Thank you/Closing remark
6. Signature



Email etiquette

Respond to the following email. Advise the person on email etiquette.



Translate the following email:

Poštovani,

student/ica sam Prehrambeno-biotehnološkog fakulteta u Zagrebu. Javljam Vam se zbog programa razmjene studenata, zanima me studiranje na Vašem fakultetu. Možete li mi molim Vas reći gdje mogu dobiti više informacija o tome? Koja razina znanja engleskog jezika je potrebna?

Imate li i smještaj za studente na razmjeni?

Hvala.

S poštovanjem,
Ime Prezime



Translate the following email:

Dear Sir/Madam,

I'm a student at the Faculty of Food Technology and Biotechnology in Zagreb. I'm writing to ask about your student exchange program, I am interested in studying at your institution. Could you please tell me where I could get more information about that? What level of English is required? Do you also have accommodation for the exchange students?

Thank you.

Sincerely,
Name



