Professional Email Etiquette Guide

How to write workplace emails that build your professional reputation.

THE ANATOMY OF A PROFESSIONAL EMAIL

Subject Line: Clear, specific, and informative. Example: 'Meeting Request — Project Review — 12 March' not just 'Meeting'

Greeting: Use 'Dear [Name],' for formal emails or 'Hi [Name],' for internal emails with colleagues you know.

Opening Line: State your purpose immediately. Don't start with 'I hope you're well' — get to the point.

Body: Keep it focused: one topic per email. Use short paragraphs. Use bullet points for lists.

Call to Action: Be clear about what you need: 'Please review and respond by Friday' or 'Let me know if you have any questions.'

Closing: Use 'Kind regards,' or 'Yours sincerely,' followed by your full name and contact details.

DO	DON'T
✓ Proofread every email before sending — check spelling, grammar, and tone	✗ d
✓ Reply within 24 hours during business days	✗ d
✓ Use a professional email address (firstname.lastname@domain.com)	✗ d
✓ CC only people who actually need to see the email	✗ d
✓ Keep subject lines concise and descriptive	✗ d
✓ Use plain fonts (Arial, Calibri, Times New Roman) in standard sizes	✗ d
✓ Break long emails into bullet points for readability	✗ d