

# CHECKLIST PROFESSIONAL EMAILS

## Email address

1. Use your Artevelde University College email address.

**Wrong:** misspiggy@hotmail.com

**Right:** paul.banks@student.arteveldehs.be

## Subject

2. Include a clear subject line.  
Mention both the exact course and group and a short description of your question.

**Wrong:** question

**Right:** question about the exam English for Business sem1, group 6

## Attachment(s)

3. Give a short description of the attachment in your email, even when you forward it.

*For example: Enclosed you will find my presentation.*

4. Give your files a meaningful name.

**Wrong:** tekst.docx

**Right:** report\_Joleen\_Blackwood

5. Do not forget to include the attachment.

## Salutation

6. Start your email with an appropriate salutation, not immediately with the text.
7. Always address lecturers and other staff members by their last name, preceded by 'Mr.' or 'Ms.'. Start your email with 'Dear'. Be as specific as possible in your salutation.

**Wrong:** Hi, Hello Sofie

**Right:** Dear Ms. Daniels, Dear Mr. Brooks

8. If you do not know the gender of the recipient, or if you do not know how this person prefers to be addressed, then just write their name ('Dear John Smith') or a generic title ('Dear lecturer', 'Dear language coach').

## Lay-out

9. Write short emails and layout your message.  
Use spaces after the salutations, between paragraphs and before the signature.

## Content

10. Write only necessary emails. First check whether you can find the information on Canvas.
11. Make clear in the beginning of your email who is the writer and what is the reason for writing the message. You can also personally speak to the teacher, before or after your class.
12. Keep it concise and to the point.
13. Avoid emails that contain information which is too personal or too emotional.

## Formulation (style)

14. Use appropriate and academic language: this means you avoid informal language or dialect.
15. Don't use abbreviations such as 'asap', 'fyi', 'btw' with persons you don't know well.
16. Write complete sentences.  
**Wrong:** Thanks for the reminder.  
**Right:** I would like to thank you for reminding me about the test.
17. Avoid smileys, capitals and exclamation marks.  
**Wrong:** THANK YOU 😊  
**Right:** I would like to thank you.

## Spelling, grammar and punctuation

18. Each sentence starts with a capital letter.
19. Proofread your email for any typos or errors and pay attention to the punctuation.
20. Be consistent : do not mix American and British English in one text. e.g. colour/color

## Closing phrase and signature

21. Use a proper closing formula, such as 'Yours sincerely' or 'Kind regards'. Do not use 'Greetings', 'Ciao' or 'Cheers'.
22. Finish your email with your first name, last name, department and group. Once you have created your digital signature, you can sign all documents similarly.



## Good example 1

**From:** robin.carrott@student.arteveldehs.be  
**To:** luna.gabriels@arteveldehs.be  
**Subject:** exercises on English grammar

Dear Ms Gabriels

During our class on Thursday, 6 December, you mentioned we could find extra grammar exercises on Canvas.

I have looked for these exercises in the course of English for Business but could not find them anywhere. Neither did my fellow students.

Would it be possible to email the exact location of the exercises? Or could you show us in class where we can find them?

I look forward to hearing from you.

Kind regards  
Robin Carrott  
Student ba Business Management – 1BEM12

## Good example 2

**From:** lizzy.queenie@student.arteveldehs.be  
**To:** victor.miller@arteveldehs.be  
**Subject:** preliminary meeting internship

Dear Mr Miller

I heard from the internship coordinator that you will be my mentor.

My internship will start 14 March. Could we go over my tasks and the administrative data I need for my internship file?

Next week I am available every weekday afternoon. What time would suit you?

I am looking forward to your reply.

Yours sincerely  
Lizzy Queenie  
Student ba  
International Business Management – 1IBM03

## More information

[www.plainenglish.co.uk/les/email.html](http://www.plainenglish.co.uk/les/email.html):  
a step-by-step introduction to etiquette in  
business emails

[www.oxforddictionaries.com/words/  
business-writing](http://www.oxforddictionaries.com/words/business-writing): clear website with infor-  
mation, do's and don'ts on writing business  
emails