

EMAIL ETIQUETTE

SMK Strada Budi Luhur



DANGERS OF POOR COMMUNICATION



FOUR-POINT PLAN

INTRODUCTION

(Background and basics)

Why are you writing?

Refer to a previous letter, contact or document.

DETAILS

(Facts and figures)

Give information/instructions.

Ask for information. Provide all relevant details. Separate into paragraphs. Ensure logical flow.

RESPONSE or

ACTION

(Conclusion)

Action the reader should take.

Action you will take.

Give a deadline if necessary.

CLOSE

(A simple one-liner)

Sometimes all that is needed is a simple one-line closing sentence.

EMAIL ETIQUETTE

The Lazy Email Habits:

1. Using a vague or outdated subject line
2. Not using a greeting or sign-off
3. Not proofreading
4. Using abbreviations or acronyms
5. Using the wrong case
6. Not thinking about who really needs to see the message
7. Writing everything in one long paragraph

(no subject) ➤ Inbox ×



Frisky Purnamasari Ajitardi <friskypurnamasari@gmail.com>

to me ▼



Reply



Forward

Assignment 1_Claudia Agustine 1-02



Claudia Agustine <claudiaagustine23@gmail.com>

to me



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Assignment1

Inbox

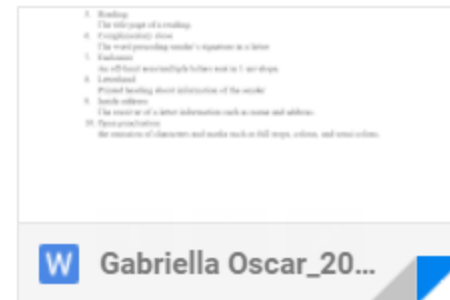


Gabriella Oscar <gabriella.oscar21@gmail.com>

to me

Gabriella Oscar_2021130034

[W Gabriella Oscar_2021130034](#)



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selamat siang miss saya kanisa retno mulyani dari 102 saya lampirkan tugas writing ➡ Inbox x



Kanisa Retno <retnokanisa12@gmail.com>

to me ▼

1:27 PM (1 hour ago)



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FATIAHAH HELGA GANTARI_2021130032.docx  Inbox x



Fatihah Gantari <fatihahgantari92@gmail.com>

to me ▾



Indonesian ▾



English ▾

[Translate message](#)

Dikirim dari iPhone saya



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Kania Azahrah <azahrahkania@gmail.com>

to me ▼

Good afternoon Ms/Mrs. Fredericka Krisma
This is my assignment



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1-02_Business Writing Assignment 1

Inbox x



Devika Athiyaputri <devikashafa12@gmail.com>

to me ▼

📧 1:27 PM (1 hour ago)



Good Afternoon,

My name is Devika Athiyaputri Shafa (2021130028), I'm your student from Business Writing 1 Class at STIKS Tarakanita. Here I attach the assignment file that you gave today in e-learning. Thank you.

Yours Sincerely,

Devika Athiyaputri Shafa.



Reply



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Assignment 1 Catalina Diaz - 2021130024

Inbox x



Catalina Diaz <yaz.diazcatalina@gmail.com>

1:34 PM (1 hour ago)

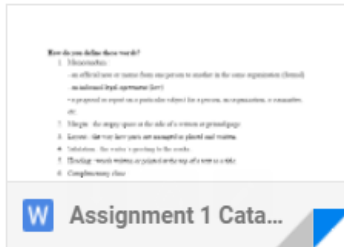


to me

Good afternoon, Ms.

Thankyou for setting aside your time to read this email . My name is Catalina Diaz Prasetyo but some of my friends call me Alin. My student number : 2021130024 and I'm from the class 1-02 .This is the first assignment from you that I did.

Best regards,
Catalina Diaz



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