

DEPARTMENT OF POLITICS AND INTERNATIONAL RELATIONS

Email Etiquette

One of the best (and easiest) ways to increase your employability is get into the habit of engaging in professional email correspondence. Potential employers generally do not look kindly on emails that read like a text message you would send to a friend.

When you email academic or administrative staff, you should write as you would in any professional correspondence.

- You should open the email with a 'Dear Joanne' or 'Dear Dr Smith/Ms Smith. 'Hey' or 'Hiya' are not appropriate.
- You should write in full sentences, and you should read through your email to check the spelling before sending it. Use capital letters in the correct places, etc.
- If you are writing with a query, make sure you provide full details and enough information so the member of staff can answer it. (You should always first check the Student Handbook or relevant course outline to see if it can answer your question.)
- If you are emailing a member of the administrative staff, please also include your student number, as this makes it much easier for them to locate your details.
- Sign off the email with your name—this is just polite.

Please email any member of staff from your Royal Holloway account. And remember to check this account regularly, as information about your courses will be sent there.

Finally, please do not expect staff to respond to emails outside of normal working hours. Members of academic and administrative staff will, however, endeavour to answer emails as soon as possible.