

If you want to **excel** (to be excellent, to do very well) in your job, writing a professional email is a **must** (something that is very important, that is essential).

The subject line should be about the email, and contain two to six words.

If you have an **action line** (something which clearly needs to be done, with the person reading the email; something which indicates action), you can put it in the subject line.

Don't put words like "hi", or "do" in the subject line, because people have **tons of** (a lot of, masses) emails in their Inbox

Specific subject lines are a great way to capture people's attention.

"Hi" and the person's name works in most situations.

Personally, I use "**Dear Ms, Mr,** or the first name," when I don't know someone very well. In British English, I think "Hi" is too informal. I sometimes use "Hello", when I am writing to people I know a little bit.

In British English, we normally avoid contractions in written English, like "it's" "I can't do that". In American English, these are much more accepted

"To whom it may concern" is a bit too formal.

Emails are very important, easy to use but also a **ceaseless** (never-ending) distraction.

You can't make it through a day without sending at least one email.

When you build a house, you start with the foundations. So let's look at the fundamentals (the basics)

Make sure your address is professionally-sounding. "Partyboy123@gmail.com" isn't going to cut it/ isn't going to impress/it can't do the job.

Don't respond immediately to an upsetting email. Don't write back in anger.

"Firing off in the heat of the moment" will only cause problems. "to fire off an email" means to write back immediately, in hurry, and usually under emotion.

Being polite in the greeting and closing makes you sound more complete, polished (clean and shiny) and professional.

Timing (the correct moment and time to reply) is important to remember, when you are trying to get through your inbox.

Try not to wait too long to reply, although you don't need to reply immediately.

These are things that you probably gripe about. "to gripe about something" is to complain about something.

To: the main recipient of the email, from whom you expect an answer

CC: (carbon copy), someone who needs to know/who needs to be kept "in the loop" (inside the circle of information) but who is not necessarily required to reply

BCC: – blind carbon copy: someone who receives an email but whose address is hidden.

Too many cooks in the kitchen will likely lead to confusion and crossed wires.

“Too many cooks spoil the broth” (a kind of soup)

“Many hands make light work”

ON LINE CROSSWORD HERE:

<https://crosswordlabs.com/view/emails-vocabulary-and-etiquette-3>

Crossword clues:

Subject Email component that summarizes the main topic and captures the reader's attention

Greeting Professional opening phrase that addresses the recipient and sets a respectful tone

Signature Closing section of an email containing your name, title, and contact details

Proofread To review text carefully before sending to check for typos and clarity issues

Etiquette Guidelines for polite behavior and professional conduct when replying to messages

Promptly Done quickly or as soon as realistically possible without leaving people hanging

Recipient The person who receives a message and is expected to answer

Privacy Condition protected by BCC by keeping email addresses hidden from a group

Confusion State of misunderstanding often caused by having too many people in a thread

Fundamentals The basic foundational rules or principles of a topic like email structure

Formal Characterized by a serious, professional tone that avoids casual language or contractions

Distraction A never-ending interruption or diversion that pulls focus away from daily work

Polished Refined, clean, and complete, making a message sound highly professional

Gripe To complain or express dissatisfaction about common office frustrations

Action Type of subject line indicating something that clearly needs to be done