**Email Etiquette Activity**

**Objectives:** To demonstrate effective communication and email etiquette in the workplace by using professional oral, written, and digital communication skills to create, express, and interpret information and ideas; To produce written communications that utilize proper tone, grammar, and bias-free language for the workplace; To use technology to enhance the effectiveness of communication in a business environment.

**Send the emails below from your email address to:** lrock@franklin.k12.ga.us

**Directions:**

Go to google.com and click on Gmail at the top. If you have a Gmail account, then login. If not, click on Create an Account at the top to create one. Fill in all of the information needed to create an account. Use a tasteful username like your first and last name. If the username you try first is not available, then add a number or two behind it.

Once you have logged in, you are going to click on compose to key the following emails.

**Email 1:**

This is email is to the Registrar's Office at the University of Georgia. This email is from Marcus Brown, a student at the University of Georgia.

¶ I'm not really sure who I'm writing this to, but hey I need to prove that I am a student enrolled at the University of Georgia to be eligible for my parents' health insurance plan. From reading your website, I understand that I can get a Letter of Enrollment at your office.
¶ Please let me know how I can request such a letter.
¶ Thanks for your time. Peace.

**Email 2:**

This is email is to Nancy Wingate, General Manager at Wolf Camera. The email is from Susan Bulloch, who is hoping to get an interview to work at Wolf Camera.

miss nancy w,
¶ plz let me know when i can come in 4 an interview w/ u. i really really wanna get a job at wolf camera. i think it could be lots of fun. lol
¶ i attached my resume thingy to this email. let me know if u get it.
¶ well i guess that is about it. so i hope 2 c u soon for tha interview. :-) later!
SuZie*<3*B
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Email 3:
This email is to Darcy Wilson. The email is from Tricia Murphy, Home Owner’s Association Manager.

¶ I CAN’T BELIEVE YOU HAVE LET YOUR YARD GET SO MESSY. YOU REALLY NEED TO CUT YOUR GRASS AND TRIM YOUR HEDGES AS SOON AS POSSIBLE.
¶ IF YOU LOOK AT THE ATTACHMENT I INCLUDED, YOU WILL CLEARLY SEE IN ARTICLE IV OF THE HOME OWNER’S ASSOCIATION COVENANTS, THAT IT IS A MAJOR RESPONSIBILITY TO KEEP YOUR YARD LOOKING NICELY.
¶ IF YOU DON’T GET ON THE BALL WITH THIS MATTER, YOU WILL BE FINED $100 FOR YOUR TERRIBLE LOOKING YARD.
¶ THANK YOU FOR YOUR TIME.

Email 4:
1. You are the manager for Zaxby’s in Macon, at store #232. Recently, there has been an ongoing issue with employees not clocking out for their breaks; therefore, they are getting paid to take breaks. You need to tell all employees in your section to make sure that they are clocking out when they take a break and clock back in when they return from their break. Create an email message to your employees that is 3-7 sentences long that will get your point across! Remember that this is their first warning and you should not threaten the employees or be rude, but be firm and say what you mean.

At the end of your email, type:
  your first and last name - Manager
  Zaxby’s #232
  18574 Pio Nono Ave
  Macon, Georgia 31204

1. Be sure to create an appropriate and effective subject line that will catch your employees’ attention based on what you will be discussing in your email.

Email 5:
1. Think of a product or service you like or have had a problem with. (You will write either a letter of compliment or letter of complaint. Use the correct business letter format to express their satisfaction or dissatisfaction with the product or service.)

2. It is important that you use these steps in the body of the letter:
   a. Begin with something positive about the product.

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b. State very specifically what the problem is. (Do not say "The jeans I bought are a piece of junk." But rather say "The inside seam of the jeans frayed out, and now they have a three inch hole.")

c. Tell them exactly what you expect them to do about the problem. Be realistic--do not ask for a new bicycle if your problem is only with the bicycle seat. Asking them to replace the seat would be reasonable.

d. Enclose any receipts, product codes or numbers, proof of purchases, or any other identifying materials, even if it's a letter of compliment.

e. Close by stating your confidence in their company's desire to "make it right."

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