










- Use appropriate style and tone. Emails to be considered a formal style of written communication. 
- Be friendly, respectful and polite. Remember this is preparing you for the professional world of work.
- Add an appropriate subject line.
- If you are starting a new subject, create a new email. 
- Use a professional salutation and an appropriate greeting.
- Consider why you need to send an email before you write it. 
- Keep email brief and to the point. 
- If multiple points need to be made, use bullet points.
- If your email starts to appear like an essay (i.e. a very long email) then stop! This is not the appropriate medium for communicating, and perhaps a conversation is more appropriate.
- Be factual in your request for information or when responding to an email. 
- Proof read (spell and grammar check) your email before sending. 
- Consider confidentiality. Only write what you would say to a person's face or what you would be happy for anyone in MTU to read. 
- Avoid text abbreviations and slang (e.g. Tks, gr8, ye).
- Do not send a query to multiple people, or cc multiple people unless necessary.
- Be realistic in your expectations of a reply to your email. This could take up to 3 days at busy times of the year. 
- Do not send an email to Department of Tourism & Hospitality staff between the hours of 6pm and 8am (unless it's an emergency). Do not send an email at the weekend. If you want to write an email at these times, just save in drafts and send during office hours (this can be set up in email options). Staff will also aim to only email you during office hours. 

- Include your student number, programme and year on all correspondence. It is useful to set up your automated signature for this. 
- Do not write in CAPITALS in emails – it appears like you are shouting!
- Treat the person you are sending the email to with respect – refrain from bad mouthing staff or other students in your email. 
- Don't send an email when you are emotionally charged. Wait 24 hours before responding to an email if you are upset or save to drafts and think twice e.g. if you have received results in your exams and you are not happy about them. 
- Only correspond using your student email address and not a personal address.
- Students should only contact staff through their official email address and not through social media or a personal email address.

SAMPLE EMAIL (Student to Lecturer)

To: mary.reilly@cit.ie
CC: **Ask yourself the question - does anyone else really need to be copied on this email?**
Subject: **Be brief but give the appropriate subject matter here**

Re: **Make clear what the subject matter of your email is here**

Dear Mr/Ms/Dr/Professor (**insert professional salutation as appropriate followed by the recipient's surname**)

- Keep the email brief and use a professional tone.
- Use bullet points if you need to make multiple points.
- The email should be friendly, respectful and polite in tone
- Be factual and get to the point quickly
- Ensure you avoid text abbreviations and slang which is not suitable in an email.

Many thanks

Regards

Tom Smith
BBUS in Hospitality Management Year 3 Student
R0002056778

NB. Have you proof read your email before pressing send (including spelling & grammar checking)?