STETSON UNIVERSITY

Writing Center Handouts

Writing Effective Emails

Audience and Tone

Answer the Five-W and How questions:

- Who is the reader of my e-mail?
- Why am I writing to this person?
- What is my point?
- What do I want my reader to do?
- Where will the email be read?

Purpose

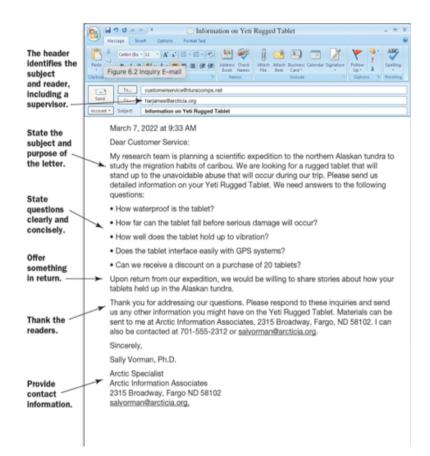
- Be clear and direct: state the reason for your email early in the message.
- Subject line: make the subject line informative and concise. It should give the recipient an idea of the content.

Context

• Provide background information: give enough context to make your message clear, especially if the recipient may not immediately know what you are referring to.

Timing

- Choose the right time to send the email. Avoid sending them late at night or during the weekends, unless the matter is urgent.
- Respect response times. Do not expect an immediate reply. Allow at least 24-48 hours for a response.



An Example of Student Signature

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