



FAIRFIELD
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The mission of the **Fairfield County Auditor's Office** is to perform statutory duties of the County Auditor with **excellence, integrity, and innovation** while embracing **outstanding internal and external customer service** to **continuously improve county government.**

Email Etiquette

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Fairfield County Auditor



Why is Email Etiquette Important?

- We interact often with emails.
- Technology makes this a fast process.
- Without immediate feedback from the reader, is easy to be misunderstood.
- Email is still formal correspondence.
- It is often an accessible public record.



The Basics

- **Think twice** about whether or not the content of your email is appropriate for virtual correspondence – once you hit “send,” anyone might be able to read it.
- Use a professional font.
- Be cautious about sending personal information.
- Don't use jokes or sarcasm with emails.

Subject

- Should be meaningful
- Should give your reader an idea of the content of the email (allows focus)
- Should be appropriate, because anyone can look at the subject, even if the recipient chooses not to open the message.
 - Example: *Budgeted Expenses for October.*
- When changing the subject, state a new message.

Responding

- Respond in the same time frame you would respond with a phone call.
- Be conscious of responding to the sender of “reply all”
 - Do not overuse “reply all”
- Don't expect an immediate response.



Tone

- Write in a positive tone.
- “**When** I complete the assignment versus “**If** I complete the assignment.”
- Use smiles ☺, wink ;), and other graphical symbols sparingly.
- It is okay to use contractions.
- Use “please” and “thank you.”

Content

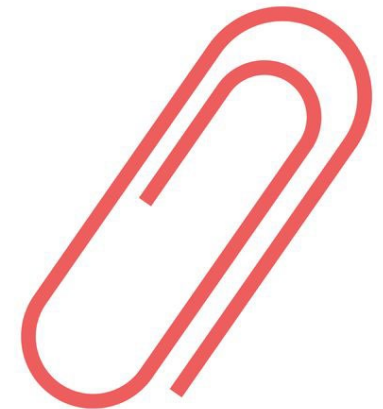
- Check your grammar and spelling.
- Use proper structure and layout.
- Be efficient.
 - Emails that get to the point are much more effective.
- Address all questions or concerns to avoid delays.
- Read the email before you send it.
- Pls don't abbrvt.
- Try to keep the email brief (one screen length).

Content Don'ts

- ✘ Use sarcasm or jokes.
- ✘ Respond if you are upset.
- ✘ Attach unnecessary files.
- ✘ Use ALL CAPS.
- ✘ Leave out the message thread.
- ✘ Use long sentences.

Attachments

- When you are sending an attachment, include in the email the filename and what it contains.
 - Attached: “Project3Proposal.doc” with my proposal.
- Consider sending file in rich text format (rtf) or portable document format (pdf) to ensure compatibility.
- Be aware attachments can carry viruses.



Signature

- Identify yourself.
- Keep it short.

A large, stylized handwritten signature in black ink that reads "John Hancock". The signature is written in a cursive style with a prominent loop at the end of the word "Hancock".

Spam

- Don't reply to spam.
- Replying confirms that the address is "live."



Questions?

- Check with your supervisor anytime.
- Talk about email topics in team meetings.
- Reach out to other leaders.



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