***Netiquette*** refers to the rules of polite and courteous electronic communication, or Internet etiquette. Here are some common netiquette guidelines:

* When writing an e-mail, make use of the subject line to let your reader know the main purpose of the e-mail.
* Keep e-mails short and to the point. No one likes to read a long and rambling e-mail, and many people just won't read the whole message. Try to keep the e-mail short enough that the reader will not have to scroll down to read it, and use bullet points to highlight important information.
* Use a font style, size, and color that is easy to read.
* Avoid composing e-mails in ALL CAPITAL LETTERS, or ALL CAPS. For some readers, all caps can be very hard to read. For others, all caps indicates that you are shouting at the reader.
* Review your e-mail before you click Send to make sure your message is clearly and accurately written (no misspelled words, no grammatical errors, and so on).
* Use language, vocabulary, and tone that are appropriate for the receiver of your message.
* Don't forward spam or chain letters. Only forward messages when you have permission to do so.
* Remember that e-mail is a permanent written record. Never write an e-mail with information that you would not want to have made public. If you are angry or upset, wait to write your e-mail.

**Directions**

Review the two e-mail messages below for their adherence to the guidelines for professional e-mail correspondence. First, explain why the message is not appropriate for the workplace. Then revise each message to make it more appropriate for workplace communication.

**E-mail A:**

HEY! I NEED THE TRAINING MANUAL 2 READ B4 MY NEXT SHIFT. R U DUN WITH IT?

Why is E-mail A not appropriate?

To:

Subject:

Revised message:

**E-mail B:**

This customer called today and totally yelled at me. She said there was a mistake on her bill, but I totally did not cause the problem. She went on and on about how this was the fourth time there was a mistake on her bill or something like that. Like I care! But she's gonna call again tomorrow. What do you want me to do to get this lady off my back?

Why is E-mail B not appropriate?

To:

Subject:

Revised message: