



Email etiquette

Activity 19.16

Griffith University in Australia advised its academic staff of *email etiquette* or often called *netiquette*.

Read the *netiquette* below and learn about it.

ມາຮຍາກີ່ເກືອງກັບກາງ
ສືບສາມັນກາທີ່ເປັນ
ໄຟທ້າໄປຈະເບີຍຈັນ
ເອົ້າຮັງດ້ານນຸກພາ
ກາງເຄົາຊີ້ວັນ ແລະ
ຈົຍອໝານຫາຈິຫາເກີບ

ເອົ້າມີຫຼັບສິນ
Subject
ອັນດີ່ມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Subject line (re) is where you
can summarize the message.

Subject : A work schedule for this week
Subject : Jane's address in Bangkok

ເອົ້າມີຫຼັບສິນ
ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Keep messages brief
and to the point.

Sometimes, when an email has been sent back and forth several times, the email message will become longer and longer. Nobody wants to scroll down through pages of text. Therefore, it is a good idea to delete any text that is no more useful or no more relating to a current situation.

ເອົ້າມີຫຼັບສິນ
ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Check your spelling.

Try not to send messages with so many typos. If you don't know how to spell something, look it up in a dictionary. Concentrate on dates, numbers because the recipient can easily misunderstand.

ເອົ້າມີຫຼັບສິນ
ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Avoid sending large files.

A file with its size of more than 1.5 megabytes is sometimes seen as a large file. Some recipients are not convenient to open a very large file due to inbox space and the speed of Internet connection.

Never assume the recipient
knows the background.

It's important to put enough information at the beginning of the e-mail for the recipient to know what the matter is about. For example, if you want to have an extension for your assignment, give a reason why you would ask for that extension (e.g. being sick and seeking a doctor's certificate)

ເອົ້າມີຫຼັບສິນ
ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Reply within 24 hours.

It is a polite thing to reply without delay, and the recipient will appreciate a prompt reply. The longer you leave it to reply, the more likely you will forget or have too many unanswered e-mail messages.

ເອົ້າມີຫຼັບສິນ
ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

If there is an attachment,
do not forget to include it.

Forgetting attachments is something that happens all the time. It's easy to forget. One strategy is to attach the file before writing the email.

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ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Be careful about
clicking Reply to all

Think twice about sending a reply to everyone. In many cases, the senders are the only people who need to see your reply. And sometimes your reply needs to be kept personal between you and the sender.

ເອົ້າມີຫຼັບສິນ
ເພື່ອມີຫຼັບສິນ
ເຫັນຫຼັບສິນ

Activity 19.17

From the above *netiquette*, which items do you agree?

And which do you disagree? Explain why.

Agree

Disagree

Activity 19.18

Which item of the *netiquette* do you think is the most important?

Discuss with your friends.
