

Worksheet

Correction

Dynamoo's Email Etiquette

<http://www.dynamoo.com/technical/etiquette.htm>

I - Use the appropriate sentence to fill in the gaps in the text below :

- 1 - **(d)** their offhand remarks and unguarded comments
- 2- **(e)** no tone of voice to interpret as you could over the telephone
- 3- **(f)** can be difficult to express in a mail message
- 4 - **(a)** the standard way of communicating
- 5 - **(b)** the formality of email messages tends to vary
- 6-**(c)** most people give very little thought to the contents of an email message

Although most business and organisations² have adopted email relatively recently, for many people it is now a) **the standard way of communicating** within organisations, and also with customers, external contacts and business partners.

In business, b) **the formality of email messages tends to vary**, between the semi-formal approach that was previously the domain of the inter-office memo, down to chatty exchanges that you might have with someone over the telephone or while standing next to the coffee machine.

However, email messages are surprisingly permanent. Have a really good look through the contents of your mailbox and you might be surprised to see just how old some of those messages are. Would you have kept a paper inter-office memo for that length of time? Probably not. And the worrying thing is that c) **most people give very little thought to the contents of an email message**, even though it might linger around an organisation for several years.

Most corporate mail systems are backed up onto tape regularly, and those tape archives can stretch back for several years and allow access to mail that you had previously thought was gone forever. There have been several high-profile cases where archived emails have been recovered and used in legal cases.

However, it can be normal day-to-day email messages that can cause the most problems, with d) **their offhand remarks and unguarded comments**, thoughtless turns of phrase and careless wording. Care must be taken both when sending an email message, and, perhaps more importantly, when reading it. Try not to be too harsh if there's a chance that you might have misinterpreted the sender's meaning.

One problem with less formal email is *missed signals* - the written message doesn't come with facial expressions or gestures that you would get in a face-to-face meeting, and there's e) **no tone of voice to interpret as you could over the telephone**. A great deal of human communication comes from these non-verbal signals and traditionally they help to make the message more clear..

..for example, irony and humour² f) **can be difficult to express in a mail message** - many people get round this by using *smileys* such as 😊 to indicate humor - but not everyone knows what these mean, so they are not foolproof.

The following tips should help you avoid some of the pitfalls.

II – Find the English equivalents in the text:

- Dur/severe : **Harsh**
- Conversations informelles : **Chatty exchanges**
- Pièges : **Pitfalls**
- Boite aux lettres : **Mailbox**
- Entretien en tête à tête :
- Clients : **Customers**

A face-to-face meeting

III – Here is a list of tips about the Email etiquette. Decide whether they belong to the Do's or the Don'ts:

1. **DO** check to see what your organisation's **email policy** is. Many organisations have rules about the types of message that can be sent and also if your email is **monitored** or screened.
2. **DO** make sure that the content is **relevant** to the recipients. Nobody likes to receive junk email.
3. **DO** be **polite**. Terseness can be misinterpreted.
4. **Don't** send **chain letters** or "make money fast" messages. There are several **hoaxes** about to do with viruses - never pass these on without checking with your IT department first.
5. **DO trim** any quoted message down as much as possible.
6. **DO** try to use humour and irony **sparingly**. You can use smileys such as :) or :(to indicate facial expressions, but make sure that the recipient understands what they mean.
7. **DO** ensure that you have a **relevant "Subject"** line.
8. **DO** try to **quote** from the original message where relevant. You can break the quoted message down into paragraphs and comment on them individually to make it clearer.
9. **Don't** post your email address on web sites and other public parts of the Internet unless you want to be deluged with **spam**.
10. **DO** include a brief **signature** on your email messages to help the recipient understand who it is from, especially if you are dealing with someone you do not know very well.
11. **DO** be **careful** when replying to mailing list messages, or to messages sent to many recipients. Are you sure you want to reply to the whole list?
12. **Don't** use an **over-elaborate** signature on your email message. Never, ever, use scanned images in a signature as these tend to be very large.
13. **DO** tell your correspondent if you **forward** a message to somebody else to deal with, so they know who to expect a reply from.

14. **DO** use **emphasis** where its useful to do so. If your email system doesn't allow **bold** or *italics* then a common convention is to use a *star* either side of the word you want to stress.
15. **DO** understand that languages such as English differ in spelling between different countries. "**Organisation**" and "**humour**" are the correct spelling in British English, but in American English it would be "**organization**" and "**humor**". Non-native speakers of English may use a variety of national spellings.
16. **Don't** reply to an email message when **angry** , as you may regret it later. Once the message has been sent, you will not be able to recover it.
17. **Don't** keep mail on your **server** longer than necessary, especially large attachments.
18. **DO** remember to tell people the format of any **attachments** you send if they're anything other than basic Microsoft Office file types.
19. **Don't** copy out an **entire, long** message just to add a line or two of text such as "I agree".
20. **Don't** type in **CAPITALS** as this is considered to be **SHOUTING**. This is one of the rudest things you can do.
21. **Don't** over-use punctuation such as **exclamation marks** ("!") as these are meant to be for emphasis. In particular avoid more than one exclamation mark ("!!!"), especially if your email is quite formal. Also, over-use of the full-stop (e.g. "...") can make a message difficult to read.
22. **Don't** send **irrelevant** messages, **especially** to mailing lists or newsgroups.
23. **DO** remember to **delete** anything that isn't needed or is trivial.
24. **Don't** send large **attachments** without checking with the recipient first.
25. **DO** try to think about the message **content** before you send it out.
26. **Don't** send **excessive multiple postings** to people who have no interest. This is known as "spamming" and is considered to be ignorant, and may lead to serious trouble with your Internet Service Provider (ISP) or IT department.
27. **Don't** criticize people's **spelling**, it is considered petty. Many people have no way of running a spell check on their messages and will make typos. Not all nationalities spell words in the same way.
28. **Don't** conduct **arguments** in public, for example on a mailing list.
29. **Don't** "flame" people by sending them **abusive** email messages.
30. **Don't** make **personal remarks** about third parties. Email messages can come back to haunt you.
31. **Don't** send **unsuitable** email or attachments, especially anything of a sexual nature as they may well be found by a third party later.
32. **Don't** mark things as **urgent** if they aren't, because then when you really do have an urgent message it may not be treated in the way it deserves.
33. **DO** be **patient**, especially with inexperienced email users. Give people the benefit of the doubt - just because you are familiar with email etiquette, it doesn't mean that they are.

IV – Give a French equivalent to all the words printed in Bold in the Dos & Don'ts list.

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| 1. email policy: | 19.server: |
| 2. monitored: | 20.attachments: |
| 3. relevant: | 21.an entire, long message: |
| 4. polite: | 22.CAPITALS: |
| 5. chain letters: | 23.SHOUTING: |
| 6. hoaxes: | 24.exclamation marks: |
| 7. trim: | 25.irrelevant: |
| 8. sparingly: | 26.especially: |
| 9. a relevant "Subject" line: | 27.to delete: |
| 10.to quote: | 28.content: |
| 11.spam: | 29.excessive multiple postings: |
| 12.signature: | 30.spelling: |
| 13.be careful: | 31.arguments: |
| 14.an over-elaborate signature: | 32.abusive email messages: |
| 15.forward a message: | 33.personal remarks: |
| 16.use emphasis: | 34.unsuitable: |
| 17."Organisation" and "humour"
"organization" and "humor" | 35.urgent: |
| 18.angry: | 36. patient: |

V- Match the words and their definitions :

Words	Definitions
1. Autoresponders (Mailbots) : K	a) the first part of a received e-mail message which contains info about the sender and the routing of the message : Header
2. Bounced Message : E	b) observing an online discussion (chat +/- newsgroups & mailing lists) without participating; actually a good idea when learning about any of the aforementioned Lurk
3. Flame : I	c) hundreds or thousands of e-mail messages sent to the same address; can bring down a server Mail Bomb
4. Header : A	d) Post Office Protocol; mail protocol - e-mail is held until user accesses the account, then mail is transferred to the user's computer : POP
5. Lurk : B	e) - A returned, "can't deliver e-mail" message; incorrect address, invalid address, server probs can end up in bounced messages : Bounced MSG
6. Mail Bomb : C	f) Internet etiquette : Netiquette
7. Mailing List : M	g) person to contact at a particular server to get assistance or info : Postmaster
8. Moderator : N	h) to send unsolicited commercial e-mail, usually in large amounts and indiscriminately : Spam
9. Netiquette : F	i) an angry or rude e-mail message; sometimes posted as a public response on a discussion group (newsgroups) : Flame
10. POP/POP3 : D	j) 3 - 8 lines of text placed at the end a message to include name, business address, phone, fax, web site address, etc.; composed and placed into a file for automatic inclusion : Signature
11. Postmaster : G	k) automated programs which are preset to return a prewritten message upon receipt of e-mail; these programs will send out the canned message within seconds of receipt (example- when you subscribe to a mailing list, you will receive an auto-response) : Autoresponders
12. Signature : J	l) written conversation on a particular topic in a large group discussion : Thread
13. SPAM : H	m) collection of e-mail addresses; most of the time for people who have "subscribed" to discuss a particular topic; by replying to the message, you are writing to the entire group : Mailing List
14. Thread : L	n) the person (s) who control the postings of messages on a mailing list to assure similarity on topic and policies : Moderator

Based on : <http://www.rcs.k12.va.us/csjh/email3.htm#Vocabulary>