

Complete the text with adjectives from the list: *personal, descriptive, full, kind, convenient, concise, academic, large, formal, conversational, exaggerated, grateful, lazy, willing*

ACADEMIC AND PROFESSIONAL EMAILS

Email messages are generally less formal than letters, but there are still certain expectations for appropriate and successful email communication with faculty, colleagues and other professionals.

Critical points to remember

- In academic emails, de-emphasize the **1** _____ aspect.
- Use of polite terms and apologies does not guarantee a polite tone. Be careful not to sound arrogant or bossy.
- Keep messages as **2** _____ as possible: leave out **3** _____ details.
- Do not send **4** _____ attachments unless asked.
- Use your university email account for **5** _____ and professional correspondence.

Names

If you don't know a professor – Professor Jane Doe, for example – address her as “Professor Doe” (title + last name) until she writes back with a signature that gives you a clue to how you can address her. If she signs her response to you with “Jane Doe”, you probably need to stay with a more **6** _____ approach and use “Professor Doe.” If she writes back using “Jane,” she can (and should) be addressed in the future as “Jane”.

Formality

We may speak using the words *wanna* and *gonna*, but we don't write them unless we are reporting speech or dialect. We also avoid most abbreviations, emoticons, **7** _____ punctuation, and text messaging shortcuts.

Requests

It is important to be polite when you are asking someone to help you. Some suggested phrases:

- Would you be so **8** _____ as to...
- I hope you might be **9** _____ to...
- When **10** _____ for you, could you please...
- I would be most **11** _____ if you...

Format

- SUBJECT line: concise but **12** _____
- Start with [Dear] Prof./Dr/Ms Doe,
- End with Best regards, Regards, Sincerely, Best, Thank you
- Use your **13** _____ name in the closing of your first message (it is also helpful if you add the info about the seminar group you are attending)
- Proofread and spell-check (spelling errors are considered **14** _____ and unprofessional) before you hit SEND