

E-tiquette, *or* What makes a Good Letter?

- Is personal (to the recipient); shows personality (yours)
- Is short, sweet, and polite
- MUST have a “please” and a “thank you”
- Always (as in *every single* time): follow up a professional encounter
 - thank someone for meeting with you,
 - for a reference,
 - for an office hour visit
 - It builds your profile (as someone who appreciates support) and
 - indicates your professionalism
 - **Send work emails M-Th 9-4; F 9-12n.**
 - *never* send work email in the evenings, on a holiday, or the weekend!