


Lecture 9

E-mail

Also known as electronic mail is a fast, economical method of communication. It is more efficient than speaking to someone on the telephone or face-to-face.

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- ▶ Composing e-mail messages:
 - ▶ 1. include a specific heading.
 - ▶ 2. date and time is inserted automatically by the computer.
 - ▶ 3. use informal, friendly greeting.
 - ▶ 4. messages are less formal.
 - ▶ 5. keep it brief and simple where possible.
 - ▶ 6. contractions are fine in e-mail messages.
 - ▶ 7. close informally.



▶ Fax messages:

▶ 1. use letterhead paper.

▶ 2. include the heading FAX MESSAGE.

▶ 3. use the standard side headings e.g. To, Company, Fax No., From, Ref, Date, No. of Pages.

▶ 4. salutation is not necessary.

▶ 5. include a main heading.

▶ 6. structure the body exactly as with a business letter.

▶ 7. no complimentary close.