

The Internet

C20168

E-Mail Etiquette Assignment

(This assignment and the submission method are worth 30% of the total module marks)

Part A:

- Write a brief note about the history of e-mail.
Who invented e-mail/where did e-mail develop first?
- Write a brief note about e-mail and about e-mail etiquette.
You should briefly explain what e-mail is, the advantages it offers and problems that can arise from poorly written or ill-considered e-mail.
- List 4 things that one should not do whilst using e-mail
Write down possible mistakes that can be made which can lead to misunderstandings. Try to give at least one example.
- List 4 things that one should try to do when using e-mail
Give examples of good habits to get into when using email, or any examples of good practice that you might have seen. Try to give at least one example.

Part B:

- Rewrite the attached memo in such a way that the message to be conveyed is present but without giving unnecessary offence.

Part C:

- Your inbox contains an email from your tutor. Create a new mailbox and transfer the email to it.

Guidelines

- The completed assignment should be standard formatted and need not exceed 1 A4 page.
- The assignment should be submitted on paper as well as by e-mail to: **emailtest@cti-clonmel.ie**
- The subject line of the e-mail should be **INTERNETTEST** and a suitable cover message should be included (see next page)
- If the email is sent correctly, two confirmations should be received back by email. The first should indicate that the correct email address was used, the second should indicate that the correct subject line was used. Print both of these and submit them.
- *Checklist:* Cover sheet, Assignment, Two confirmations, Printed e-mail notifying you of the assignment, Screen capture showing mailbox, Re-written business email.
- The deadline for this assignment is: 22.10.2004

In your capacity as Personal Assistant to the manager of a firm, you occasionally re-write as emails memos that he produces.

Below is a hurriedly jotted email expressing the manager's view of a tender to supply all the companies headed stationery needs. In it he acknowledges receipt of the tender document but is less than impressed by the price and a stipulation about who would own copyright on completed stationery. That being said it is not impossible for the company to get the contract.

Product list/ Services range documentation rec'd.
Prices nuts. Copyright terms on stationery
produced idiotic.

Company well rec'd. & quality of samples
shit hot. More realistic pricing and legal terms
might get contract.

Company should get thumbs out & re-quote
realistically on local SOB to get contract
on price.

The email is for Sam Malone of Golden Emerald Stationery Services; your manager's name is William Foulkes; rewrite the e-mail in light of the need to follow courtesy and etiquette in business communications.

Include the re-written email as the body of your message in which you submit your email etiquette research assignment as outlined on the previous page.