

The Internet

C20168

E-Mail Etiquette Assignment

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

Background:

1. You are playing the role of yourself. You have been recently recruited to a firm called **TechnoPlus** operating out of Cork, where you did your interview. The company operates an IT support service for companies that have outsourced the IT side of their business. In turn TechnoPlus is owned by the parent company **Euro Technologie** based in Paris.
2. It is customary for all new employees to go to Paris for an induction into the Parent Company. You will use the internet to make flight arrangements for the last week of October. The company is flexible about this so as long as you allow for three days and 4 nights during that week they'll be happy with your choice. You'll have to email your flight details. The company will take care of the costs once you choose the flights.
3. One of the days is a guided tour of Paris; you'll need to inform them in advance where you'd like to go and why, so they can organise a suitable guide.
4. Because you haven't been met by the French staff, upon landing you'll go to *le point de rencontre* 1 in CDG. Give a good detailed description of yourself and what you'll be wearing so you can be recognised. Email that description.
5. You'll put these three sections into one business letter in a file called **TravelDetails01**, attach it to a short, polite, cover letter in the form of an email and send it to **Mme Emile Montal**, who is your contact for the induction days.
6. All of the above steps will, out of politeness be done in French – even though the company knows you are not fluent in the language.
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7. You will receive a copy of these instructions by email. Print the email and retain it for submission, to prove you can print a received email.
8. You are to create a new mailbox for the received and sent emails. Create a new mailbox called **PARIS**, and move the received and sent mails into it. Prove you have done this using a screen grab. Print the screen grab and retain it for submission.
9. The assignment should be e-mailed to: **paris@fachtnaroe.net**

10. The subject line of the e-mail should be **PARISPROJECT** and a suitable cover message should be included, described as above and following all the rules of email etiquette.

11. **If the email is sent correctly, two confirmations should be received back by email. This process is fully automated between two separate computer systems.** 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. If there are errors (such as a failure to receive the confirmatory emails!), refer to the start of this paragraph, the instructions and **try again.**

➤ *Checklist:* (Print and provide all these *in paper form*):

➤ Cover sheet

➤ Covering e-mail to Paris – be polite – this is about *etiquette!*

➤ Information Letter – called TravelDetails01

➤ Two confirmation e-mails

➤ Printed e-mail notifying you of the assignment – proof you can print an email

➤ Screen capture showing mailbox containing messages moved into it.

➤ The deadline for this assignment is: **20071025 – 15:15.**

Paper submissions are to be made in the submission box in Room 15.