**XII. HIGH TECH ETIQUETTE**

**EMAIL**

* Write an email as you would a business letter.
* Use correct grammar and spelling. Do not use abbreviations common in text messages

or other shorthand. If your email does not have spell check, it is safest to type your letter

in a word processing program and then copy the contents and paste them into your email message.

* When sending application materials (resume, cover letters, etc), unless otherwise

specified, you should attach each document separately to the email. Include a brief note

in the body of the email message directing its recipient to the attachments.

* Make sure that your attachments are accessible. Pdf files are usually the best format to

use for attachments because there is less risk for formatting issues to arise when the

document is opened by its recipient. However, Word documents are also acceptable.

* Create an email signature that will appear at the end of your messages. For example:

Jane E. Comis, J.D. Candidate 2013

Family Law Society, Co-Chair

Duquesne University School of Law

* Avoid offensive language and humor.
* Do not include private information -- email can be viewed by many.
* Do not send negative messages.
* Always include a subject line in your message.
* Messages should be concise and to the point, no novels.
* Do not type in all CAPITAL LETTERS; it can be interpreted as shouting.
* Do not "spam" people -- sending unsolicited email messages that are of no value to the

recipient is considered rude.

* Respond to email messages. If you do not have time to make a full response,
* acknowledge receipt of the message and indicate when you will get back to the sender.
* Remember, there is no such thing as a private email. Do not send something you would

not want posted on a bulletin board.

**VOICE MAIL/ANSWERING MACHINES**

Your Voice Mail Message:

* You need to have either voice mail or an answering machine.
* Your message should be professional: no music, jokes, etc.
* If you will be away for a few days, change your message accordingly. For example, "I

will be out of the office today, Tuesday, September 26, however . . ."

* Return messages within 24 hours.

Leaving Voice Mail Messages:

* Leave your name, why you called, the date and time of your call, and how you can be

reached. If your name is difficult to spell, spell it out for the person retrieving your

message.

* Be prepared to speak less than one minute -- do not leave long, rambling messages.

**BEEPERS AND CELL PHONES**

* Never have beepers or cell phones on during an interview, in class, in a meeting, where

people are enjoying a performance, or at a meal. If you are a physician or have an

emergency situation, use a vibrating beeper.

* Put your cell phone away – out of sight (and sound) – during an interview. Recently, an

employer told the CSO that a student has his cell phone on the desk during the interview;

the employer made a decision within one minute that this person would not be considered further for the position.

**FAXES**

* Call ahead before sending a long fax.
* Do not send personal or sensitive information by fax -- many people see faxes.
* Verify that your fax cover sheet does not contain typographical, grammatical, or spelling

errors.