

# National Association of Flower Arrangement Societies

## Email Etiquette Policy



Effective 1<sup>st</sup> August 2023

## **Email Etiquette**

In these times of ever increasing email communication, NAFAS complies and recommends the following etiquette be used:-

- Proper salutations and closing statements.
- Address recipient's correctly ensuring the correct spelling of their name and corresponding title, if required.
- Ensure the use of a clear, professional subject line.
- Communication is key, remain concise.
- Be personable yet professional.
- Proof read every email before sending.
- Double check you have the correct recipient.
- Type the email before adding the email address to avoid sending before completing the text.
- Remember to use the BCC when emailing to a group.
- It is not always necessary to 'reply all'.
- Reply to emails in a timely manner.
- Always ensure the content and wording of an email is appropriate and factual where applicable.

### **Avoid:-**

- Buzzwords.
- Poor punctuation.
- Typing the whole email in capital letters and coloured font.
- Gossip.
- Emailing in a rude or discourteous manner.