Using email at work

Learner guide

Ready for work

Aspire learning resources

Pre-employment skills

Using email at work

Version 1.2

Aspire learning resources

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Using email at work

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What is an email?

An email is a message sent from one computer to another computer. The word ‘email’ is short for ‘electronic mail’.

Sending an email is a very fast way to send information. It gets to the other person almost immediately.

In many jobs you will have to use email. This learner guide tells you how to use email at work. Sending work emails is different from sending emails at home. There are protocols for using email at work.

Here are some reasons why you might send an email at work:

- You might send an email to someone else in your workplace to ask a question. Doing this may be quicker and easier than walking to the other person’s desk or office.
- You might send an email to remind a person of something; for example, that they have a meeting at 10 o’clock that morning. If you tell them in person they may forget it. Instead, the person can open the email you sent and set themselves a reminder.
- You might have to send an email to another workplace. Find out about your workplace rules when you send emails to another workplace.

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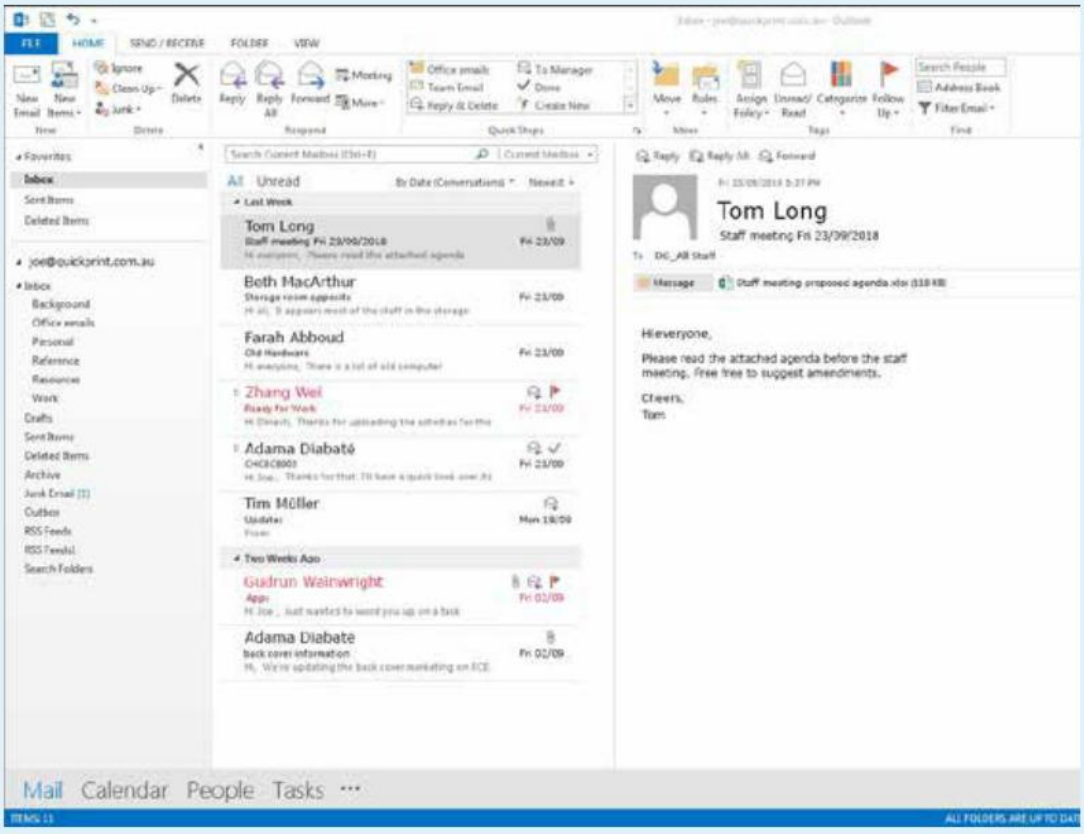
Prepare to send an email

Story

Joe has just started work at a printing company called Quickprint. Joe's job is to look after the orders. His boss is Mr Mike Strong.

On Joe's first day Mr Strong shows Joe how to send an email. The email is to tell a customer that their order for envelopes has been posted. Joe opens the email program on his computer.

This is what Joe's computer screen looks like.



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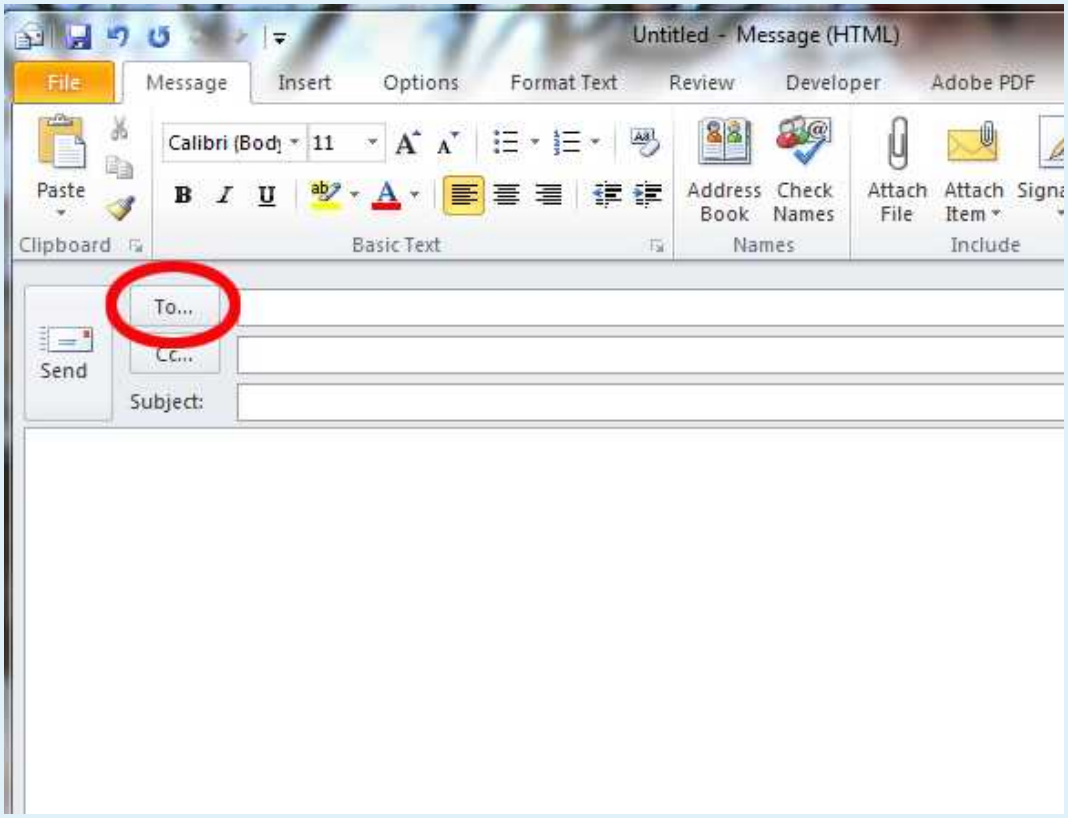
Find the **New Email** button at the top left of the computer screen. Joe is going to send a new email, so he clicks the **New Email** button.

A new page pops up, which looks like this.



Now Joe is ready to type his email.

Mr Strong tells Joe to send the email to Mr Trent. Mr Strong tells Joe to type Mr Trent's email address in the field next to the **To** button.

Mr Trent's email address is: sam.trent@easyletter.com.au

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Email addresses

Each person who sends an email has their own address. An email address is similar to an address on a letter. You address a letter so it gets to the right person. When you type an address into an email, the message gets to the right person.

You must type the address very carefully. If you get any part of the address wrong, the email will not get to the right person.

Let's look closer at the parts of Mr Trent's email address: sam.trent@easyletter.com.au

Part of address	What it means
sam.trent	This is how Mr Trent writes his name. Sometimes in email addresses there is a full stop between the person's first and second names. Sometimes there is no full stop. Always look carefully for any full stops.
@	This sign means 'at'.
easyletter	This is the name of the place where Mr Trent works. It is the place he is 'at'.
com	This is short for 'company'. Easyletter is a company. You may see other letters in this part of the email address for other people. For example, 'gov' is short for 'government', and 'org' is short for 'organisation'.
au	This is short for Australia. All countries except the United States put two letters at the end of email and internet addresses. For example, New Zealand is nz, Japan is jp, Singapore is sg and the United Kingdom is uk.

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Story

Joe types Mr Trent's email address in the **To** field.

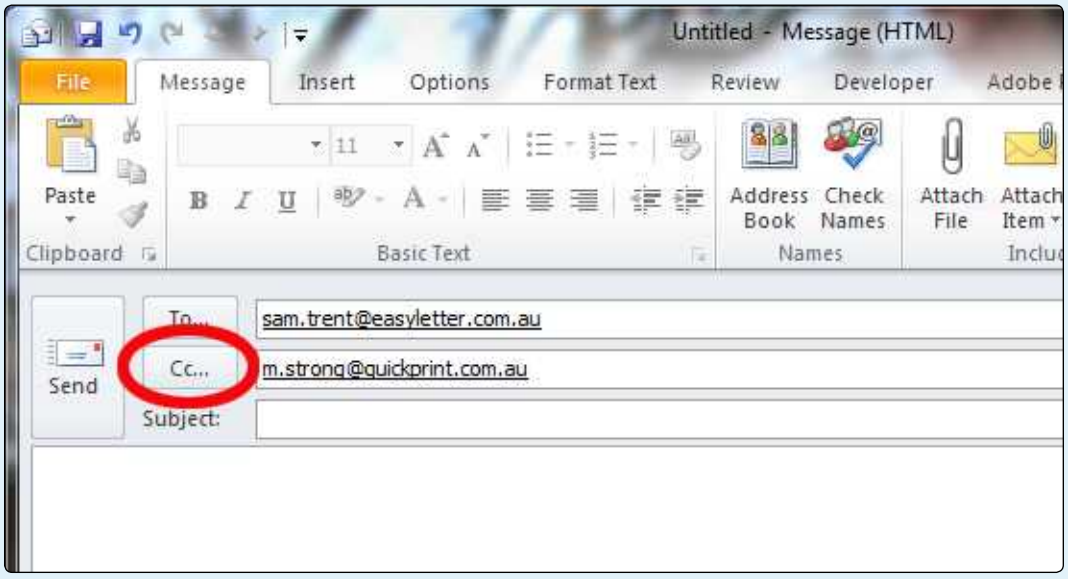
Then Mr Strong asks Joe to copy him in on the email. This means that Mr Strong wants to receive the same email at the same time.

To do this, Joe must type Mr Strong's address in the **Cc** field. **Cc** is short for 'carbon copy'. This means a copy of the email will go to the address in that field. That way, Mr Strong can see that Joe has sent the email to the customer.

Mr Strong's email address is: m.strong@quickprint.com.au

Joe types the email address in the **Cc** field.

This is what his screen now looks like.



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Activity 1

1. Look again at Mr Strong's email address: m.strong@quickprint.com.au. How does Mr Strong write his name?

_____

2. Where does he work?

_____

3. Is Mr Strong's workplace a company or a government workplace?

_____

4. What country is Mr Strong's workplace in?

_____

Click to complete Activity 1

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The email subject

The subject of the email is what the email is about. If you are sending a workmate an email about a meeting that morning, you could write 'Morning meeting' as the subject.

Write the subject in the field next to the word **Subject**. The subject should only be a few words. It also needs to be very clear.

Here are some more examples:

Topic	Email subject
You need to send an email about finalising the design for the new office stationery.	Subject: New stationery design
You need to send an email about an error that was made by the post office, which delivered a parcel to the wrong customer.	Subject: Post office delivery error
You need to send an email to remind people of an office morning tea that is to be held at 10.30 that morning.	Subject: Morning tea at 10.30

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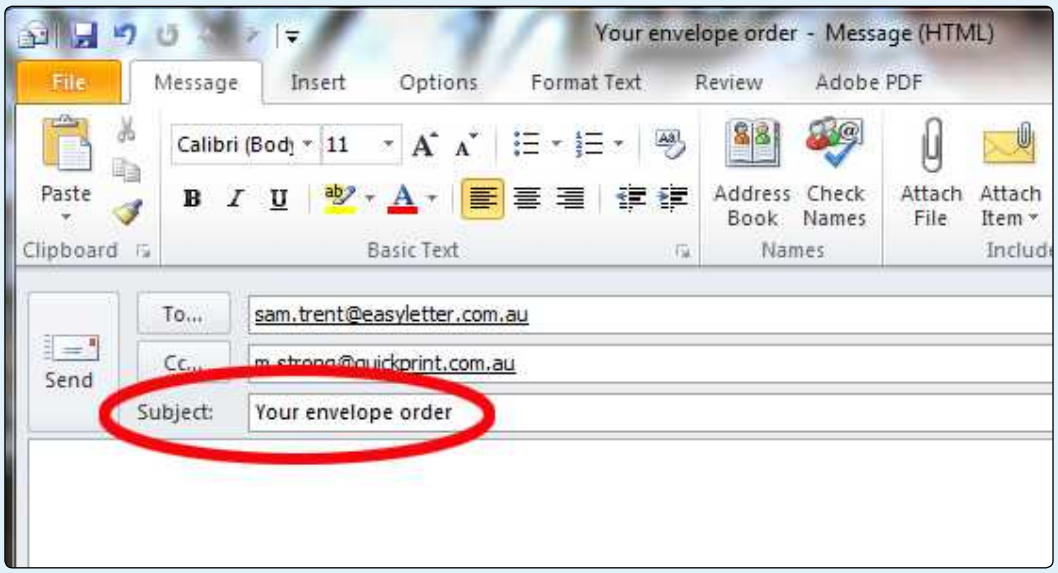
Story

Joe needs to let Mr Trent know that his order for some envelopes is in the post.

Joe types 'Your envelope order' in the **Subject** field.

This lets Mr Trent know what the email is about. If Mr Trent is busy, he may not read the rest of the email until later. However, he will know what it is about from the subject.



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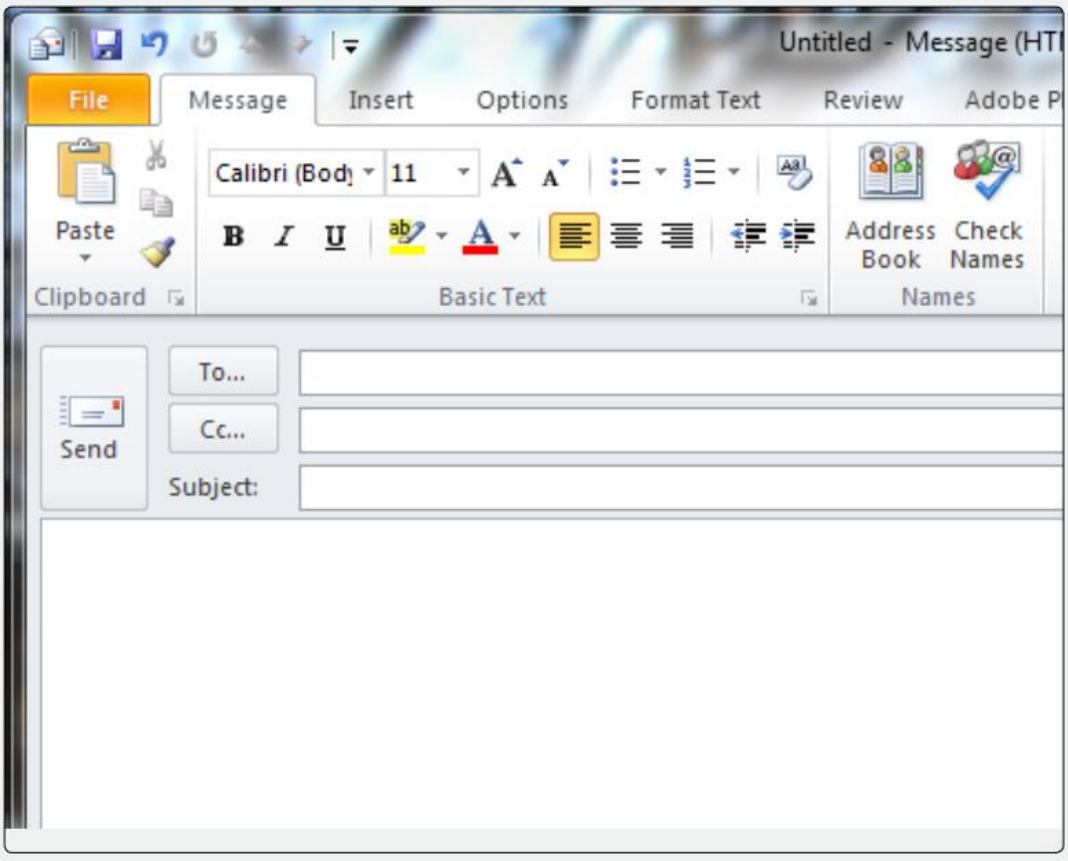
Activity 2

Imagine you are going to send an email at work. You need to send it to Mr Smith. His email address is: e.smith@smartshop.com.au

Your employer wants you to send her a carbon copy of the email. Her email address is: carla.jones@xyzheadoffice.com.au

The email is to let Mr Smith know the date for a meeting.

Fill in this copy of the email. Fill in the **To** field, the **Cc** field and the **Subject** field.



Click to complete Activity 2

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The body of the email

An email is set out like a letter. Start with the word ‘Dear’ and then type the person’s name. What you type next is the body of the email. It is the main message.

Write your message clearly and use plain English. That means you use small words and short sentences. Don’t use all capital letters. For example, ‘ALL ORDER ERRORS MUST BE FIXED’ looks as if you are shouting your message.

Always be polite and professional in your emails. This means using proper language and sentences. Don’t use slang words, or overly friendly terms like ‘mate’.

When you finish your message, you can type ‘Yours sincerely’ or ‘Regards’. You need to find out what your workplace rule is for finishing a letter.

Then you must type:

- your name
- your job
- the name of your workplace
- the address of your workplace.

Sometimes, your email will already have this information in a ‘signature’. When you open a new email the signature will appear at the bottom of the message.

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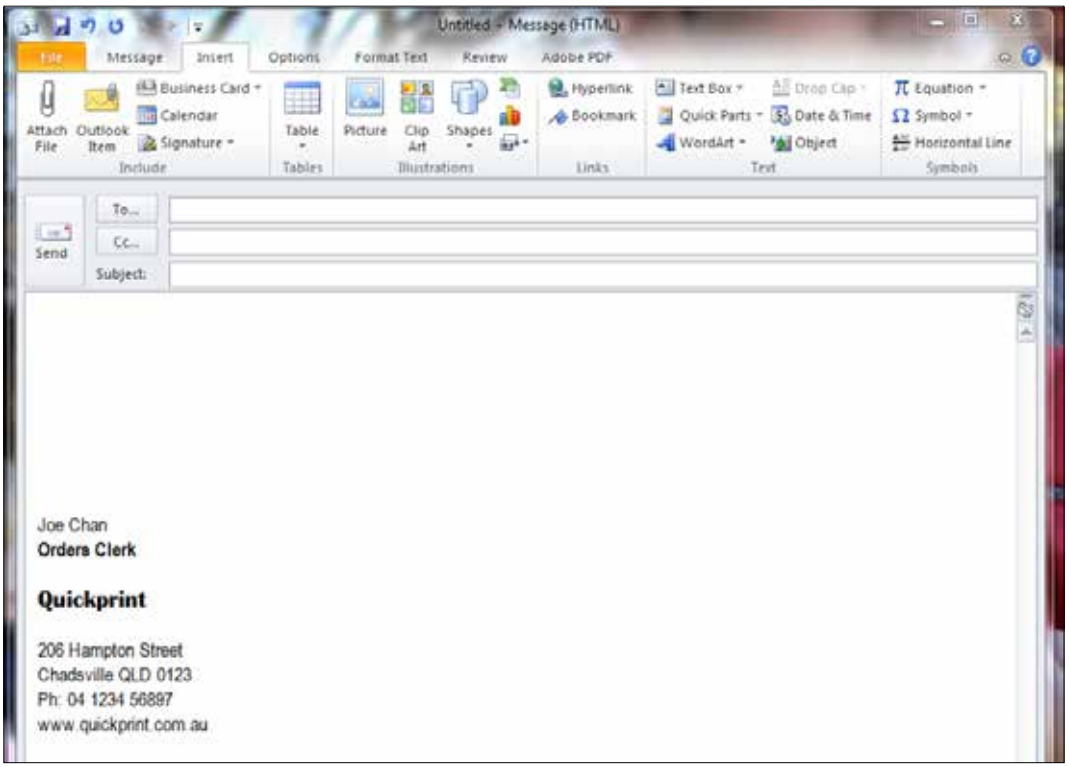
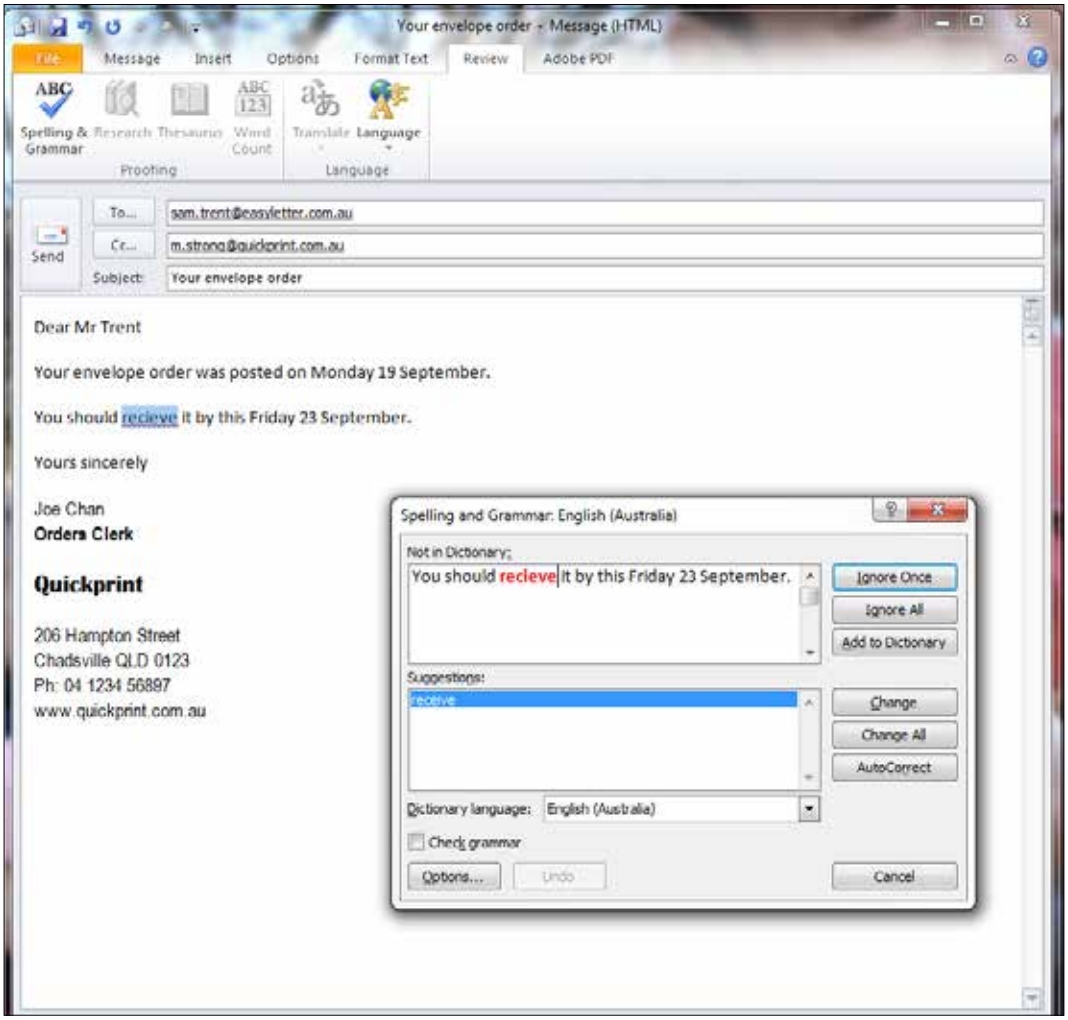
Here is an example of an email signature.



Before you send your email

Before you send an email, you should check it. Read through it again. Make sure there are no spelling errors – especially in the person's name.

You can also use the **Spelling & Grammar** tool on your computer to make sure you don't miss any mistakes. To do this, click on the **Review** tab at the top of the email. Then click **Spelling & Grammar**. This will highlight any words the computer thinks may be wrong.



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Email checklist

Here is a checklist to use before you send an email.

Email checklist
☐ The email address is right.
☐ The person's name is spelled correctly.
☐ There are no other spelling mistakes.
☐ The message is clear and polite.
☐ I have put my name at the end of the email.
☐ I have put the name of my workplace and address at the end of the email (or it has my work signature).

When your email is ready, just click the **Send** button at the top left. It will immediately be sent to the people you have addressed it to.

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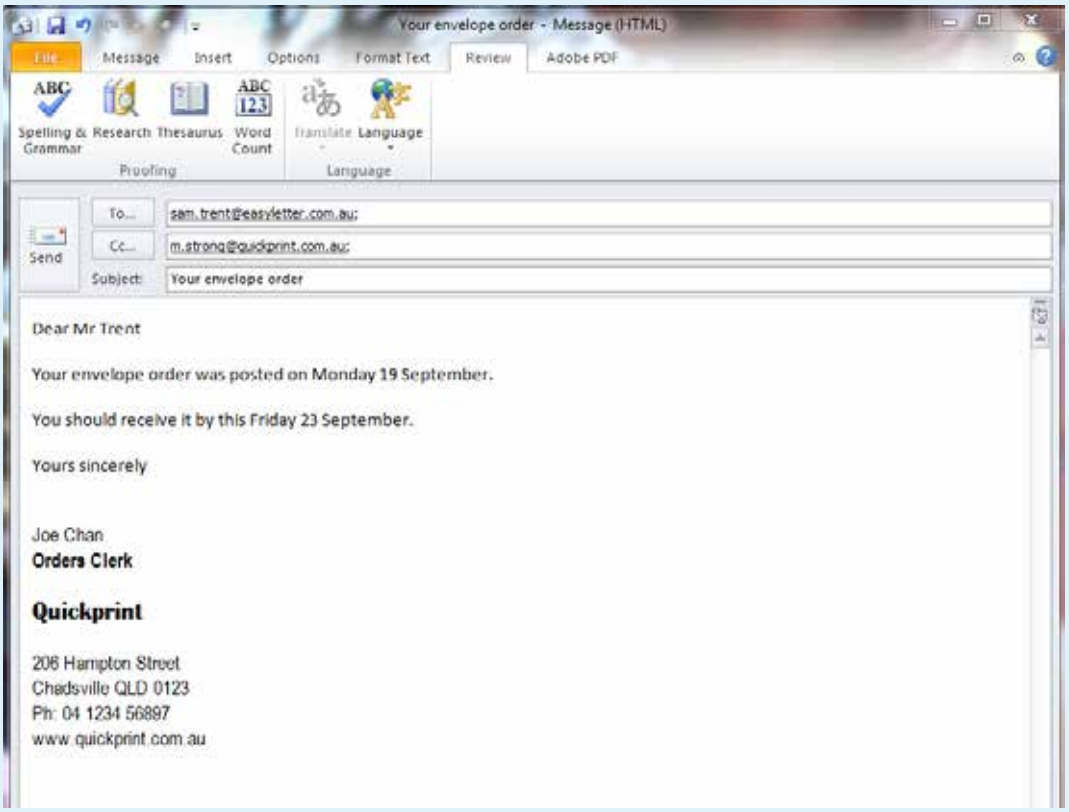
Story

Joe types the email. He is then ready to send the email. However, he knows he should check it first. He needs to check that all the information is there and check the spelling.



Joe reads the email again, and is happy with it. He also uses the **Spelling & Grammar** tool on his computer to make sure he didn't miss any mistakes.

There are no spelling mistakes in Joe's email. Now he is ready to send it.

He clicks **Send**.

His email will go to Mr Trent straight away. A copy will also go to Mr Strong.

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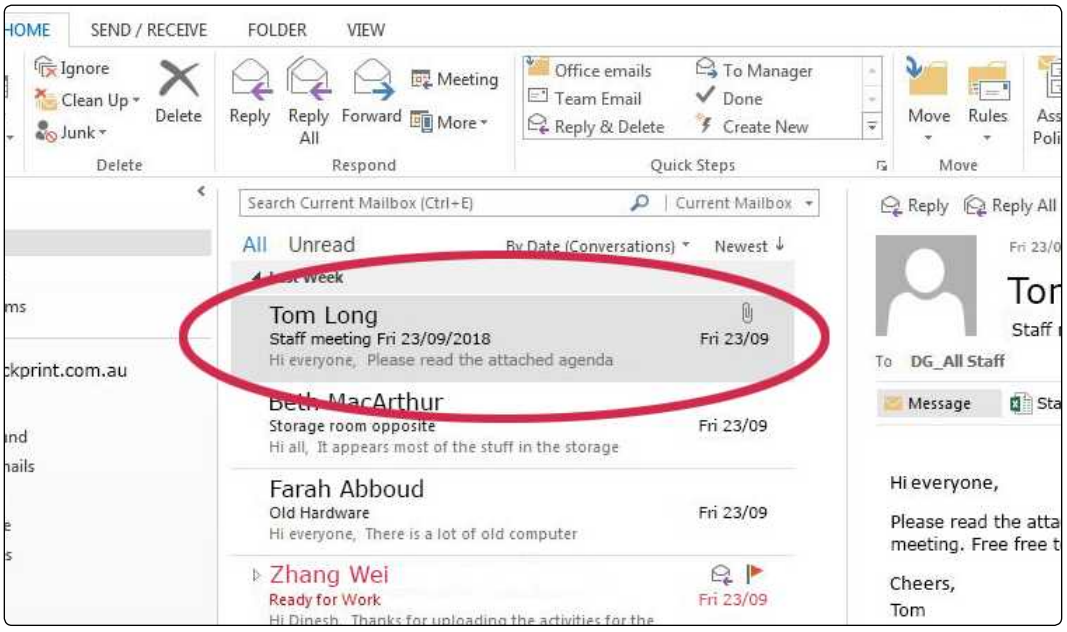
More about emails at work

Checking your email inbox

You should also regularly check if you have any emails to read. The emails you receive will go to your inbox. Your inbox is like an electronic letterbox.

If you have a new email there will be a little closed envelope icon in your inbox. Next to the envelope you can see who the email is from. Then you can see what the email is about and when it was sent.

Here is an email from Tom Long. It is about a meeting. It was sent on Friday 23 September 2018.



You can set your computer up to notify you when you get an email. You may get a pop-up message on your screen or hear an alert tone. You may also see a small envelope icon, which tells you there is a new message for you to read.

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Deleting emails

You should regularly delete emails that you don't need any more. For example, you might need to delete an email that is out of date or does not apply to your department.

This allows you to keep and see the important messages. It also means your computer is not clogged up with information you don't need.

To delete an email:

- Click on the email.
- Then press the **Delete** key on your keyboard or right-click the email with your mouse and select **Delete** from the options.

Ask your IT officer or supervisor about clearing out your email. Sometimes you need to do some extra steps to make sure your email files don't take up too much space.

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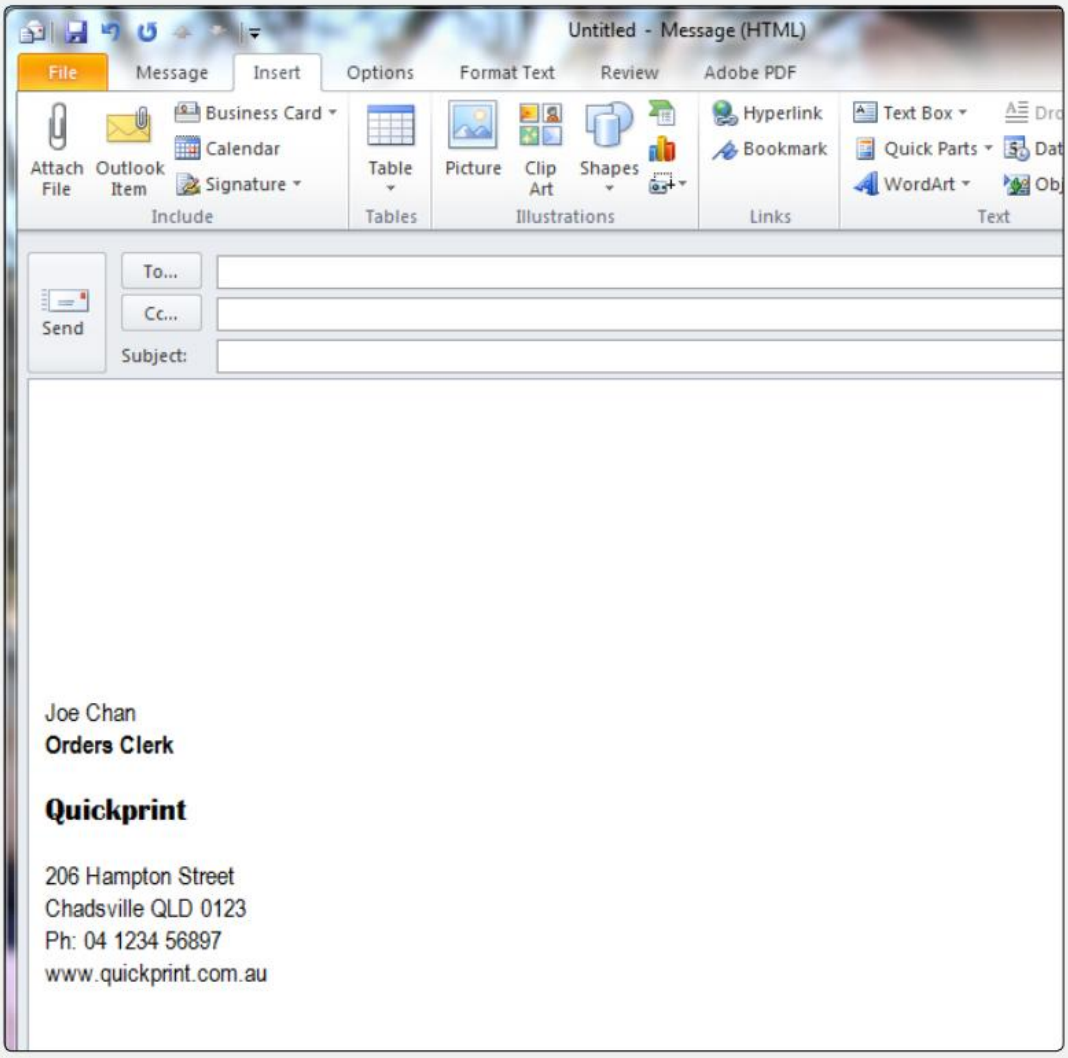
Activity 3

Later that day, Joe's boss gives him these instructions:

'Send an email to Katy Jones. Her email address is: katy.jones@bigstore.com.au

Also send a copy to me at: m.strong@quickprint.com.au

Tell Ms Jones we want to buy 95 boxes of white paper. Have them send the bill to our office address.'



Fill in this copy of an email with the information Joe was given.

Click to complete Activity 3

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What you have learnt

Put a ✓ in the box when you have learnt these things about how to send and receive an email at work.

- ☐ An email is a message sent from one computer to another computer. The word 'email' is short for 'electronic mail'.
- ☐ Each person who sends an email has their own address. When you type an address into an email, the message will get to the right person.
- ☐ Things to check in an email include the following:
  - The email address is right.
  - The person's name is spelled correctly.
  - There are no other spelling mistakes.
  - The message is clear and polite.
  - I have put my name at the end of the email.
  - The name, address and contact details of my workplace are at the end of the email.
- ☐ Fill in the **Subject** box with a few words to say what the email is about.
- ☐ Be polite and professional in work emails.
- ☐ You should also regularly check if you have any emails to read. The emails you receive will go to your inbox.
- ☐ You should regularly delete emails that you don't need any more.

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Check your learning

For this task you will need to type and send an email. Complete this task on your computer at home or in the place where you study.

1. Ask your trainer for his or her work email address.
2. Ask another trainer for his or her work email address too.
3. Write an email to your trainer about what you did last weekend.
4. At the end of your email type your name and home address.
5. Type your trainer's email address in the **To** field
6. Type the other trainer's address in the **Cc** field to copy them in on the email.
7. Write a subject for the email.
8. Check everything carefully before you send the email.
9. Send the email.

Your trainer should respond when they receive or open the email, so you know they got it.

Click to complete

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Answers

Answers to activities

Activity 1

Answer to Question 1

m.strong

Answer to Question 2

quickprint

Answer to Question 3

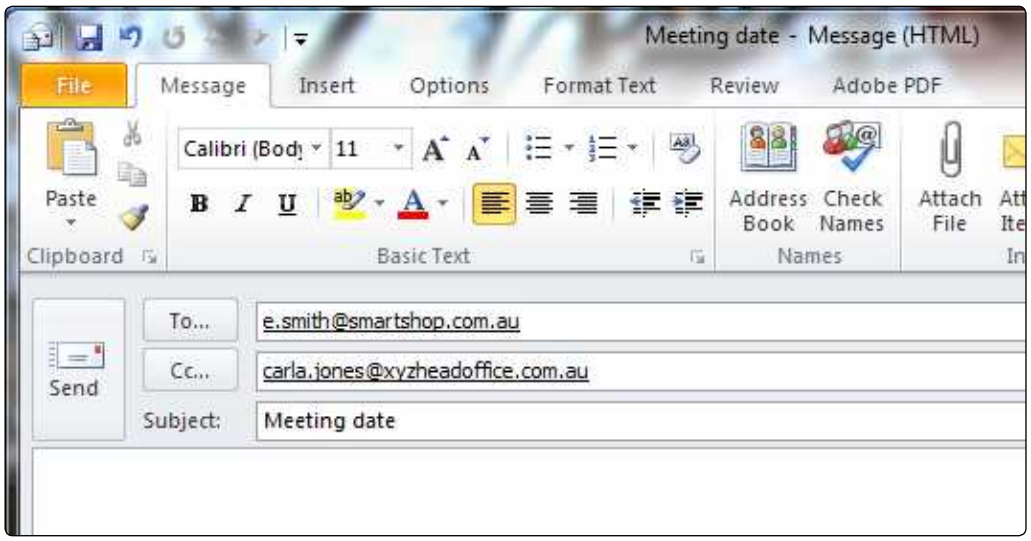
Company (com)

Answer to Question 4

Australia (au)

Activity 2

Answer



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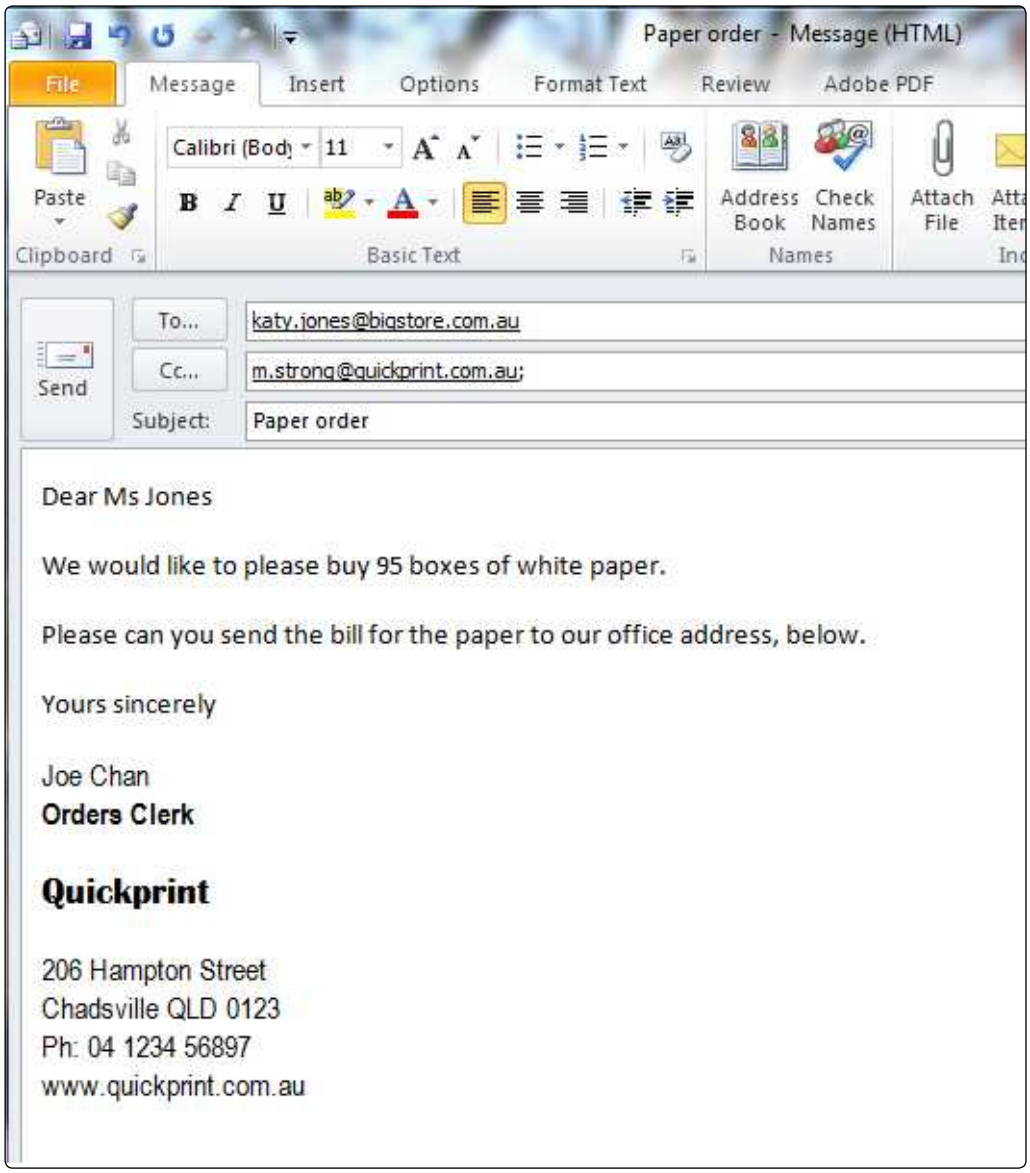
Activity 3

Answer



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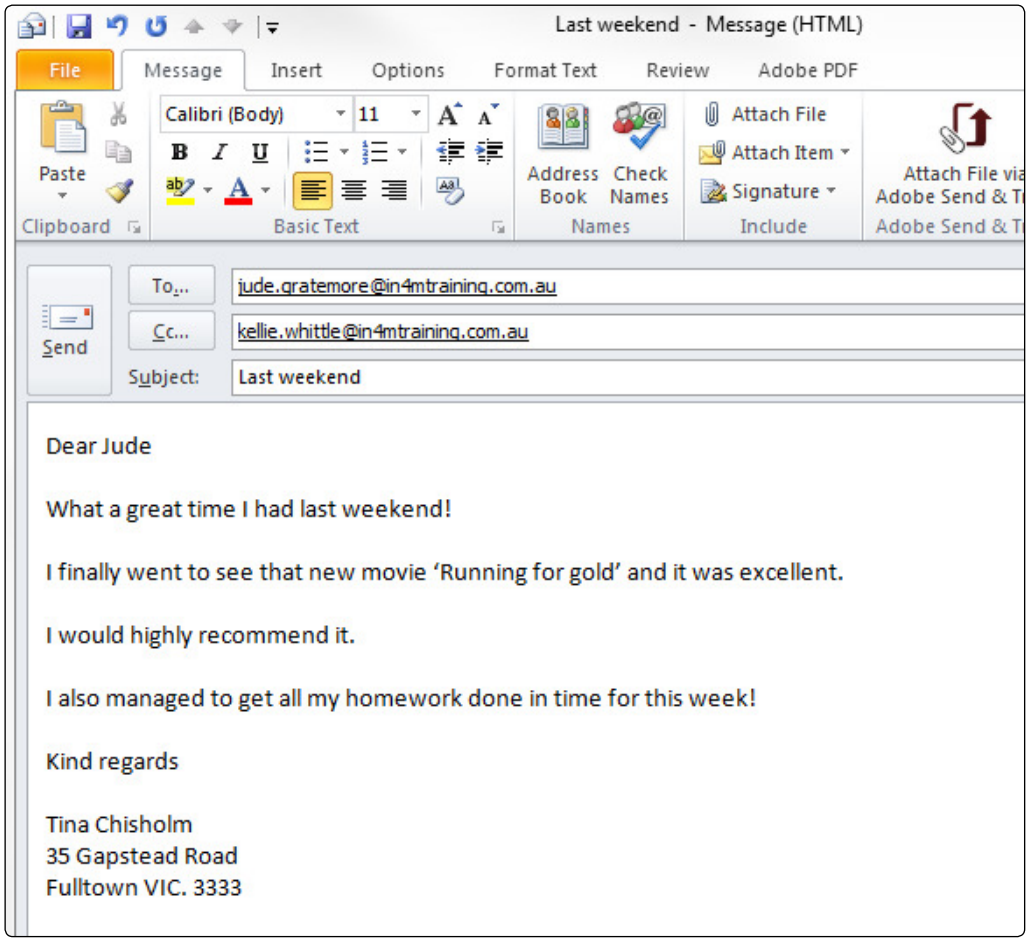
Answers to check your learning

Answers will vary greatly. Here is an example answer.



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