Source: <http://www4.ncsu.edu/~nmswishe/academic_email.pdf> ( visited on February 10th, 2015)

*Complete the text with adjectives from the list: personal, descriptive, full, kind, convenient,concise, academic, large, formal, conversational,exaggerated, grateful, lazy, willing*

**ACADEMIC AND PROFESSIONAL EMAILS**

Email messages are generally less formal than letters, but there are still certain expectations for appropriate and successful email communication with faculty, colleagues and other professionals.

**Critical points to remember**

* In academic emails, de-emphasize the **1**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ aspect.
* Use of polite terms and apologies does not guarantee a polite tone. Be careful not to sound arrogant or bossy.
* Keep messages as **2**\_\_\_\_\_\_\_\_\_\_\_\_ as possible: leave out **3**\_\_\_\_\_\_\_\_\_\_\_\_ details.
* Do not send **4**\_\_\_\_\_\_\_\_\_\_\_\_\_ attachments unless asked.
* Use your university email account for **5**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and professional correspondence.

**Names**

If you don’t know a professor – Professor Jane Doe, for example – address her as “Professor Doe” (title + last name) until she writes back with a signature that gives you a clue to how you can address her. If she signs her response to you with “Jane Doe”, you probably need to stay with a more **6**\_\_\_\_\_\_\_\_\_\_\_\_\_ approach and use “Professor Doe.” If she writes back using ”Jane,” she can (and should) be addressed in the future as “Jane”.

**Formality**

We may speak using the words *wanna* and *gonna,* but we don’t write them unless we are reporting speech or dialect. We also avoid most abbreviations, emoticons, **7**\_\_\_\_\_\_\_\_\_\_\_\_\_ punctuation, and text messaging shortcuts.

**Requests**

It is important to be polite when you are asking someone to help you. Some suggested phrases:

* Would you beso **8**\_\_\_\_\_\_\_\_\_\_\_\_ as to…
* I hope you might be **9**\_\_\_\_\_\_\_\_\_\_\_\_\_ to…
* When **10**\_\_\_\_\_\_\_\_\_\_\_ for you, could you please…
* I would be most **11**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ if you…

**Format**

* SUBJECT line: concise but **12**\_\_\_\_\_\_\_\_\_\_\_
* Start with [Dear] Prof./Dr/Ms Doe,
* End with Best regards, Regards, Sincerely, Best, Thank you
* Use your **13**\_\_\_\_\_\_\_\_\_\_\_\_ name in the closing of your first message (it is also helpful if you add the info about the seminar group you are attending)
* Proofread and spell-check (spelling errors are considered **14**\_\_\_\_\_\_\_\_\_\_\_\_ and unprofessional) before you hit SEND