

## Email Etiquette Activity

1. Using your web-based Outlook email account, send an e-mail to Dr. Rock at rockl@fultonschools.org

**Assignment:**

2. Students are to think of a product or service they like or have had a problem with. (Students may write either a letter of compliment or letter of complaint. They then use the correct *business letter format* to express their satisfaction or dissatisfaction with the product or service.
3. It is important that the students use these steps in the body of the letter:
  - A. Begin with something positive about the product.
  - B. State very specifically what the problem is. (Do not say "The jeans I bought are a piece of junk." But rather say "The inside seam of the jeans frayed out, and now they have a three inch hole."
  - C. Tell them exactly what you expect them to do about the problem. Be realistic--do not ask for a new bicycle if your problem is only with the bicycle seat. Asking them to replace the seat would be reasonable.
  - D. Enclose (attach) any receipts, product codes or numbers, proof of purchases, or any other identifying materials, even if it's a letter of compliment.
  - E. Close by stating your confidence in their company's desire to "make it right."

<b>Email Etiquette Rubric</b>					
<b>Points</b>		<b>Not Evident</b>	<b>Okay</b>	<b>Very Good</b>	<b>Points Earned</b>
10	<b>Subject Line</b>				
10	<b>Salutation</b> (Written to a direct party/dept. responsible)				
40	<b>Content</b> - Clear, concise, and to the point. Enough information given to understand the purpose of the email.				
10	<b>Closing and Name</b>				
20	<b>Attachment</b> appropriate and backs claim				
10	<b>Grammar/Spelling</b>				
<b>100</b>					