



ANSWERS

1. The subject line should tell the recipient what the email is about. A subject line should be specific, credible, and appropriate to the recipient.
2. The body of the email should include a greeting, a closing, and a signature. It should be written in sentence case, use proper grammar, and minimize emojis and shorthand/abbreviations. The level of formality of the body should be appropriate for the situation.
3. Always proofread before you send. Don't overuse the high priority function. Only reply to all if everyone really needs to see your response. Don't CC or BCC unless absolutely necessary.