

Customer Service

Email Etiquette

This module explores sending and replying to emails. We will break down the technical terms and explain the different functions associated with emailing. We will provide you with some useful hints and tips for writing business emails.

In this Module

Videoscribe explainer video, with professional audio (duration: 04:38)

English Subtitles

6 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. Don't send emotionally charged emails, wait and sleep on it before pressing send.
2. Be careful with confidential information as it could end up in the wrong hands.
3. Review and edit your email before sending it, reading it through aloud to check for mistakes.

