

Business Professionalism
“Correspondence in the
Business World”

BA 50

Spring 2005

Professional Etiquette

■ Be mindful of:

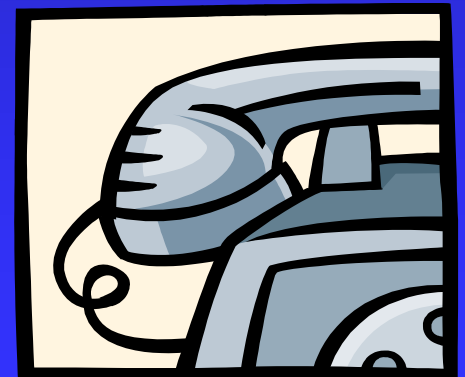
- ◆ Approach/tone of voice/message
- ◆ Non-Verbal communication in face-to-face meetings
- ◆ Your goal in communication
- ◆ Time-related issues
- ◆ Respect for the person on the other end

Telephone Correspondence

Direct “Person to Person”

- **Identify yourself**
- **Write down vital questions & information-**

**Critical for
documentation
in the future**



Telephone Messages

■ Voice Messages

- **Speak Slowly and Articulately**
- **Repeat Phone Number**
- **Give alternative ways to contact you**



Third party Messages

- Ask who you are speaking with
- Leave your name, number, reason for call and best time to contact you
- Ask person to verify the information you gave
- Ask when the person may be returning

E-mail Correspondence



- **Provide Salutation**
 - **Displays courtesy and class**
 - **Sets in motion your message**
- **Write clearly and with excellent grammar**
- **Avoid slang terms and instant messaging style**
- **Use Spell-Check**

Things to Avoid in Correspondence

- Not identifying yourself at the beginning of conversations/e-mails
- Starting a conversation with “Hey” or “Yo”
- Unprofessional language
- Negligence in preparation
- Incoherent sentences and thoughts

Poor E-Mail Samples

hello mr. matracia

is there any way i can register a "full-filled"
class other than using a

Green Card?

like a...stand-by registering? i gotta (have
to) take a tuesday-thursday
10:10-11:30 accounting class.

oh..

and not many lawyers know about the special
immigration laws...

one dude was saying "ask school.they should
know more"

when u are getting to know PA laws... u can
tell me~~~ anytime.

thank you

“Thank you so very much for replying yes i do want to change to part time so please tell me how i go about doing that as i would really like to do so before the start of this semester”

Hey,

I've just been going through the course schedules. The classes I still need for this semester are Mrkt 250, Mrkt 160, Ad 182. If any of these open up I was hoping you could register me in.

If any of the following open please notify me. I've worked out a schedule and the most practical for me in regards to work are as follow, they are the best possible fits if they are no openings I am in no position to be picky so ill take any times.

hi mr. matacia,
I am a tring to graduate and I need to
desperatly meet up with you to finilaze
my schedule for spring 2005

Hello Mr. Matria

I am writing because I have some
question about my graduation
elegibility. I have tried many attempt
to schedule a time to see you but, it
is alway filled. Presently, I am
taking Stat22, Marketing 245 and
BA361. I want to know are these all
the classes I need to graduate.

Excellent E-mail Samples

Hi Jeff,

My name is _____. You helped me with my Financial Appeal right before break. I was approved just like you said, it wasn't a problem after all. Anyway now I am trying to make up my mind about what major to go into. I have pretty much finished my core requirements and now have to decide on a major. Right now I am a finance major, but do not like that very much.. As you know I am working for my parents when I am done school, but still need a degree. I have not been able to decide on a major that will contribute to my parents company. So if you could please get back to me at your earliest convenience I would greatly appreciate it.

Thanks

Jeff,

I wanted to check and see when the dates and times of the Fox School of Business graduation ceremony is for May 05'. A couple of my friends had said they had received email's confirming different dates but I for some reason had not received anything. If you could firm up this information for me I would be very appreciative. Sorry to bother you, because I'm sure your busy this time of year, but I needed to know for sure for the parents and grandparents who are coming in from out of town. One more thing, is there a final letter or checking process that will be sent out to CONFIRM beyond a shadow of a doubt graduation status.

Thanks for your assistance,
