

HOW TO WRITE AN INTERNAL EMAIL



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Internal Emails have replaced memos and are intended for internal company distribution. Communication outside a company is usually more formal although may still be conducted in Email format.

When you write an Email, you are trying to provide information to one or more people. Since most people's time is generally limited, it is up to you to convey the information in a short, succinct manner.

Business writing needs to state the point or premise, provide the appropriate amount of supporting detail or documentation (sometimes in the form of attachments), and summarize the next steps or conclusion. You don't need to write a story so it's not important to spend a great deal of time setting the scene, describing in detail a person's motivation, etc.

The Subject line should contain the emails CORE subject matter. Also include any important dates, such as the deadline, or meeting date, if pertinent.

The CC: line is optional, and a good way to keep others informed as an FYI.

Body of the Email:

1. State the problem or issue - WHY is this Email being written?
2. Provide detail or information in support of the problem or issue
3. Summarize the findings or discuss the next steps needed. If a response or action is needed from any of the people receiving the Email, be sure to highlight this need in your summary. Include due dates and/or time frames here.

Spelling does matter in the business world, so it's a good idea to set your spell check to automatically check each email before it is sent.

Most email programs allow you to create an automatic signature that will be inserted at the bottom of every email you send. Include your name, title, company name, and contact information. Many companies require a confidentiality statement be added at the end as well.