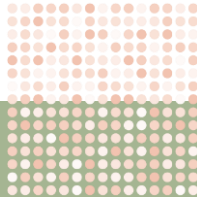




GLION SELF-HELP SERIES

# Learning Support



## Professional communication and email etiquette



Effective communication is an essential skill in higher education and the workplace. Whether you're writing to a lecturer, supervisor, colleague, or industry professional, the way you communicate shapes how you are perceived. Good email etiquette helps you make a strong, respectful, and professional impression.



## What is professional communication?

Professional communication means expressing yourself clearly, respectfully, and appropriately in academic or workplace contexts.

It includes:

- Emails
- Reports and assignments
- Presentations
- Messages on platforms like Teams or Slack
- Everyday interactions with peers and staff

Professional communication is clear, polite, concise, and purposeful.



## Why email etiquette matters?

- Shows respect and professionalism
- Helps you get faster and clearer responses
- Builds positive relationships with lecturers, supervisors, and colleagues
- Reflects your readiness for internships and the workplace
- Avoids misunderstandings and miscommunication





## Step-by-step: how to write a professional email

### 1 Use a clear subject line

Your subject line should quickly explain your purpose.

*Examples:*

- Question about Week 4 assignment
- Request for feedback on draft
- Meeting request – internship project
- Library database access issue

Avoid vague subjects like “Hello,” “Important,” or “Question.”





## 2 Use a professional greeting

Start with an appropriate salutation:

- *Dear Dr. Muller,*
- *Dear Professor Smith,*
- *Dear Ms. Gonzalez,*

Use first names only if you have been invited to do so.



## 3 Introduce yourself (if needed)

If the person may not remember you immediately, include context:

Example:

*My name is Daniel Lee, and I am a student in your Hospitality Marketing course.*



#### 4 Be clear and concise

State your purpose in the first sentence.

- What do you need?
- Why are you writing?
- What action are you requesting?

Keep paragraphs short and avoid long explanations unless necessary.

#### 5 Use polite tone

- Avoid slang or emojis
- Use “please” and “thank you” appropriately
- Stay professional even if you’re frustrated

Example:

*Could you please clarify the deadline for the group presentation?*





## 6 Use proper formatting

- Avoid large blocks of text
- Use paragraphs or bullet points
- Check spelling, grammar, and punctuation
- Read your email aloud before sending

## 7 End with a professional closing

Common closings include:

- *Kind regards,*
- *Best regards,*
- *Sincerely,*
- *Thank you,*

Followed by your full name and, optionally:

- Your programme
- Student ID (if relevant)





## Sample professional email

Subject: Question About Week 5 Reading

Dear Professor Gomez,

My name is Sarah Bennett, and I am in your Research Methods class. I am writing to ask whether the Week 5 reading ("Introduction to Qualitative Research") is required for the quiz next Monday.

I checked the course outline but wanted to be sure before preparing.

Thank you very much for your help.

Kind regards,

Sarah Smith

BBA Hospitality Management







## Tips & Tricks

Give people time to respond — 24–48 hours is normal

Keep emotions out of professional emails

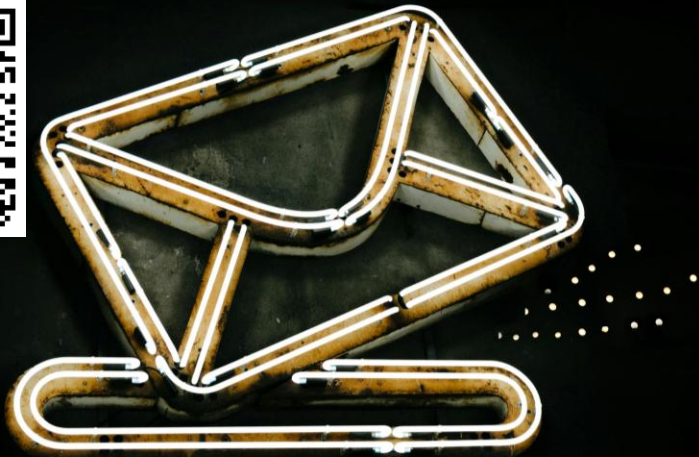
Avoid urgency unless it is truly urgent

Double-check recipient names and attachments

Reply to emails that require acknowledgment (“Thank you, received.”)

Be clear about deadlines or availability when scheduling meetings

More information here:





## Professional communication beyond email

### Messaging Platforms (Teams, Slack, Chats)

- Use full sentences, not text-message style
- Be polite and brief
- Avoid sending messages late at night
- Use appropriate channels (announcements vs. private messages)

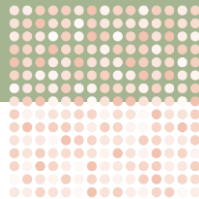
### In-Person or Video Communication

- Speak clearly and respectfully
- Maintain eye contact (or camera contact online) Avoid interrupting
- Keep your tone calm and professional

### File Sharing

- Use descriptive filenames (e.g., Lastname\_Assignment3.docx) Check permissions before sending
- Attach files before hitting send





## Contact us

THE LEARNING SUPPORT TEAM

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THE LIBRARY & INFORMATION SERVICES TEAM

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