



customer service week 2011™
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Customer Service Week Effective Email

Email has become such a central part of communication in the workplace that your email style — your attitude and approach to writing and handling customer email — can become as much an identifiable part of your personality as your voice.

Make sure you're putting your best foot forward by using this method from Ann Marie Sabath, author of *One Minute Manners*.

Unscramble the words below, then look at the answer sheet to learn more about effective email.

LEMAI

MEAK

WAASYL

CEUDINL

EALV



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