



customer service week 2011™
REFRESH • RECHARGE • RECONNECT

Customer Service Week Effective Email Solution

E M A I L

only those people to whom your message pertains rather than sending emails to entire address groups.

M A K E

a point of responding to email messages promptly.

A L W A Y S

proofread and use spell-check and grammar check before sending your email.

I N C L U D E

a full signature (name, title, firm, postal address, email address, phone and fax numbers) in every message you send.

L E A V E

the un-professional fonts, colors and emoticons for personal email.

E M A I L

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