

Critical Work Function: Manage and communicate information

Key Activity | Communicate information in an appropriate manner

Title: Professional e-mail communication

Assessment:

e-mail has become a universal communication tool within industry. While most students are comfortable accessing and reading email, many struggle with appropriate style and tone when writing professional emails. Students should follow these guidelines when writing emails:

- Slang is not used.
- Emoticons are not used.
- There are no typos.
- Correct grammar and punctuation are used.
- The email has a respectful tone.
- A short but informative subject should be indicated.
- The email should be addressed to the specific person or people to whom it pertains.
- The body of the email is concise but conveys the necessary information.
- The email should close with the writer's name and the way in which the writer can be contacted, if necessary.

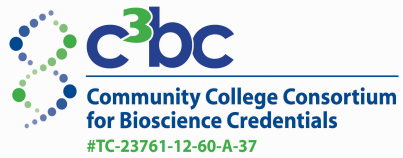
Email from students should follow the above guidelines in any correspondence with course instructors. Nevertheless, it may be useful to assess students on this skill using a bioscience industry scenario, such as the one below.

You are a shift leader at a biotechnology company that produces small batches of restriction enzymes. Your team observes increasing system pressure in the HPLC equipment during its shift and decides that the equipment should be cleaned prior to any future use. Draft an email to the next shift's leader (e.g. Jane Smith) informing her of the situation.

Resources for teaching:

- Seidman, L.A., and C.J. Moore. 2009. Basic Laboratory Methods for Biotechnology Pearson Education, Inc., San Francisco, CA.
- Seidman, L.A., M.E. Kraus, D.L. Brandner, J. Mowery. 2011. Laboratory Manual for Biotechnology and Laboratory Science Pearson Education, Inc., San Francisco, CA.

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This product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, expressed or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.