

When you write an email in capital letters it shows as if you are shouting at them. It can paint a rude image and create a negative impact on your clients. You can use capital letters if the information you are sending is very important and needs everyone's attention.

5. Don't use abbreviations

Abbreviations like btw, fyi, ttyl etc., fall under informal communication. These abbreviations can be used for casual conversations with friends. In a professional world, you must use formal conversations in English with your clients.



6. Proof read your mail before sending

This is one of the important rule of writing. It's always good to read through your emails before sending them. As sometimes we miss important details that we think could have been added. If you are unable to find any mistake, ask your colleague, who has a sound knowledge of English, to read it. After a thorough proof reading you are ready to send the mail.

In a professional world, it is essential to know the mailing etiquettes. You should use your English communication skills and follow this in professionalism. You can also join a [Spoken English Course](#) and make your communication skills strong.

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- By Chander Madan

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