

Activity 3

In this activity, you are to read and consider the provided case study.

Thomas works for an organisation that doesn't have a detailed email policy. He receives a lot of emails from friends with long jokes and videos.

On Thursday, he received a number of emails from his friends containing a number of funny videos. He also received an important email from a client that he needed to forward to his manager. Just as he was about to forward the client's email to his manager, he received another funny email from a friend, which distracted him. He then left work at the end of the day.

The next day his manager approached Thomas. He was annoyed that Thomas had emailed him an inappropriate email. The email he had forwarded was one of the videos and not the important email from a customer. He also realised that he might have forwarded the customer's email to one of his friends by mistake. Thomas was very embarrassed.

Suggest some guidelines for email use that Thomas' organisation should give him.

Email your suggestions to your teacher and place a copy of the email in your portfolio. Remember business emails, such as this, must always be constructed using correct grammar forms, spelling and punctuation.