

**Columbia**  
COLLEGE CHICAGO

Career Center

**EMPLOYEE  
EMAIL  
ETIQUETTE**

A guide to assist you when responding to incoming emails.

# OVERVIEW

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# SUBJECT LINES

- Subject lines should be clear and straightforward. This helps clarify what your email is about and may cause the recipient to prioritize reading your email.
- If you are contacting a student about their hiring appointment, the subject line can be: Hiring Appointment – Follow-Up.
- If you have a general query or need confirmation, you can use either Follow-up from the Career Center or Follow-up from Student Employment.

# GREETING

- Having a friendly greeting in an email is always a good idea. You can use different approaches depending on the situation. It can be friendly, considerate, professional, or celebratory.
- Celebrating with students who email us is a great way to build rapport with them. Remember, the simpler the greeting, the better.

## *Examples:*

“Thank you for reaching out to us!”

“Thank you for scheduling an appointment with our office.”

“Thank you for contacting us. Congratulations on your new job!”

“Thank you for contacting us about your issue.”

# LAYOUT

- It's a good practice to write paragraphs that are clear and concise to keep emails from appearing cluttered or overwhelming. Sometimes, we may need to address multiple questions in a single email. In such cases, it's best to break up the text, making it easier for the reader to understand and follow.

*Here is an example of an email from a student seeking assistance with payment and troubleshooting access to their payment portal:*

*Hi [Name],*

*Here is the email address for Payroll ([payroll@email.com](mailto:payroll@email.com)). We recommend contacting them for assistance with your paycheck.*

*Thank you for providing the screenshot of the error message. There are a few steps we can take to help you again access.*

- *First, try typing **payment.portal.com** into your search bar. (sometimes links don't work properly).*
- *If that doesn't allow you to log in, try opening a private or incognito window and typing **payment.portal.com** into your search bar.*

*If none of those previous steps work, then the issue may require more advanced troubleshooting. We recommend contacting Technology Support so they can assist you further. You can reach them at [tech.support@it.com](mailto:tech.support@it.com).*

# TO NE

- It is important to match the tone and energy of the recipient. The recipient may be friendly, so matching them by using more friendly language could be effective. If they seem more straightforward, then you may want to write your email with just the facts and no fluff.
- If you feel a sense of urgency and frustration in an email, responding with understanding and eagerness can go a long way and possibly prevent more frustration.

*Example:*

*Request: MyC Self-Service has been crashing, and I can't log my hours. I need to get this corrected right away so I can get paid.*

*Response: Thank you for bringing this to our attention. We definitely want to figure out what's going on so you can log your hours and get paid. Let's see if we can troubleshoot the issue together.*

# TAKING OWNERSHIP

- Using ownership statements gives the recipient the sense that we are taking control of the situation – it's good practice to use when speaking on the phone as well.

*Here are some examples, but feel free to find what works for you:*

“There are a few steps we can take.”

“The best solution for that will be...”

“Let's get this taken care of...”

“We will follow up once we have reviewed your information.”

# CLOSING

- As mentioned with a greeting, a friendly closing is very effective. It is good to have a closing that can wrap up the interaction while also inviting the reader to continue the conversation if needed. This would be different depending on the type of interaction.

*Here are a few examples:*

“If you have any questions, feel free to reach out to us for assistance.”

“We hope this helps. If you have any other questions, feel free to reach out to us.”

“Thank you for your patience. We will follow up with you once we get an update.”

*Again, these are just suggestions for when you're responding or creating an email. Feel free to use your own voice and choices. The key thing to remember is always to be respectful and professional.*



# COMMON EMAIL TEMPLATES

## Reaching out for Student New Hire Documents

*Hi [Name],*

*Thank you for scheduling a Student New Hire Processing appointment on Wednesday, February 21st, 2024, at 2:00 pm.*

*We noticed you listed your state ID as the form of identification you will bring in. We wanted to inform you that the state ID is considered a List B Document. We would need an additional form of identification that falls under List C, which could be your social security card or birth certificate. A passport falls under List A and can be used as the sole document to complete your appointment.*

*Attached to this email is a PDF that lists other acceptable forms of identification we could use for your appointment.*

*We look forward to seeing you!*

# COMMON EMAIL TEMPLATES

## Accessing Pay Portal

*Hi [Name],*

*We reviewed the screenshot, and there may be a few reasons why the Pay Portal is not loading. First, make sure to sign in using your student worker email, not your student email.*

*Open your internet browser (preferably Google Chrome) and type **payment.portal.com** into the search bar. (Sometimes, links don't work properly.)*

*If that doesn't allow you to log in, try opening a private or incognito window and typing **payment.portal.com** into your search bar.*

*If none of those previous steps work, then the issue may require more advanced troubleshooting. We recommend contacting Technology Support so they can assist you further. You can reach them at [tech.support@it.com](mailto:tech.support@it.com).*

# COMMON EMAIL TEMPLATES

## Scheduling Appointments

*Hi [Name],*

*Thanks for reaching out. The fastest way to schedule an appointment with our office is to log into your Employee Portal ([employee.web.com](http://employee.web.com)), click the **Appointments** link on the left sidebar, and select **Schedule an Appointment**. From there, you can select your appointment type to see our staff's full availability.*

*If you require scheduling assistance, please reach out to us at 312-369-7280 Monday through Friday from 9 am – 5 pm.*

**THANK YOU!**

**WELCOME**

**TO THE TEAM!**