

Tips for error-free email

“Write once, read twice” is classic and very good advice for error-free email. But there’s more, says trainer Ronnie Moore. She offers four interesting proofreading tips. These include:

- **Don’t rely solely on spell check.** Spell check will not find mistakes that are also words (like “mice” for “nice”), number problems (like typing 354 instead of 345), or missing words (like “that product is in stock” when you meant to write “that product is not in stock”). “You still have to proofread,” she says.
- **Use multi-sensory proofreading.** Run your fingers along the text as you read, or read passages out loud. “What your eyes don’t see, your finger may touch or your ears might hear,” Moore says.
- **Change things up.** When you are proofreading on a screen, try changing the font or the background color before proofreading so that the material is less familiar to you and you trick your tired eyes into thinking that they are looking at something new.
- **Spend time where it matters.** Prioritize the potential problems that you might find, and spend the time you have to find and fix the mistakes that, if not found, could cost you the most in terms of time, money, or credibility.

Email review checklist

✓	Before hitting “send,” take one last look at your email.
	Does the email begin with an appropriate salutation and name?
	Is the information provided in a logical order?
	If you are addressing a problem, have you clearly stated the solution?
	Have you explained the relationship between the problem and solution, as well as why the solution is appropriate?
	Have you clearly described the actions the customer needs to take?
	Have you explained exactly what actions you will take?
	Have you included all of the information the customer might need?
	Did you include contact information for further inquiries?
	Is there a natural transition between paragraphs or sections?
	Is it appropriate to include everyone on the CC list in your reply?