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?