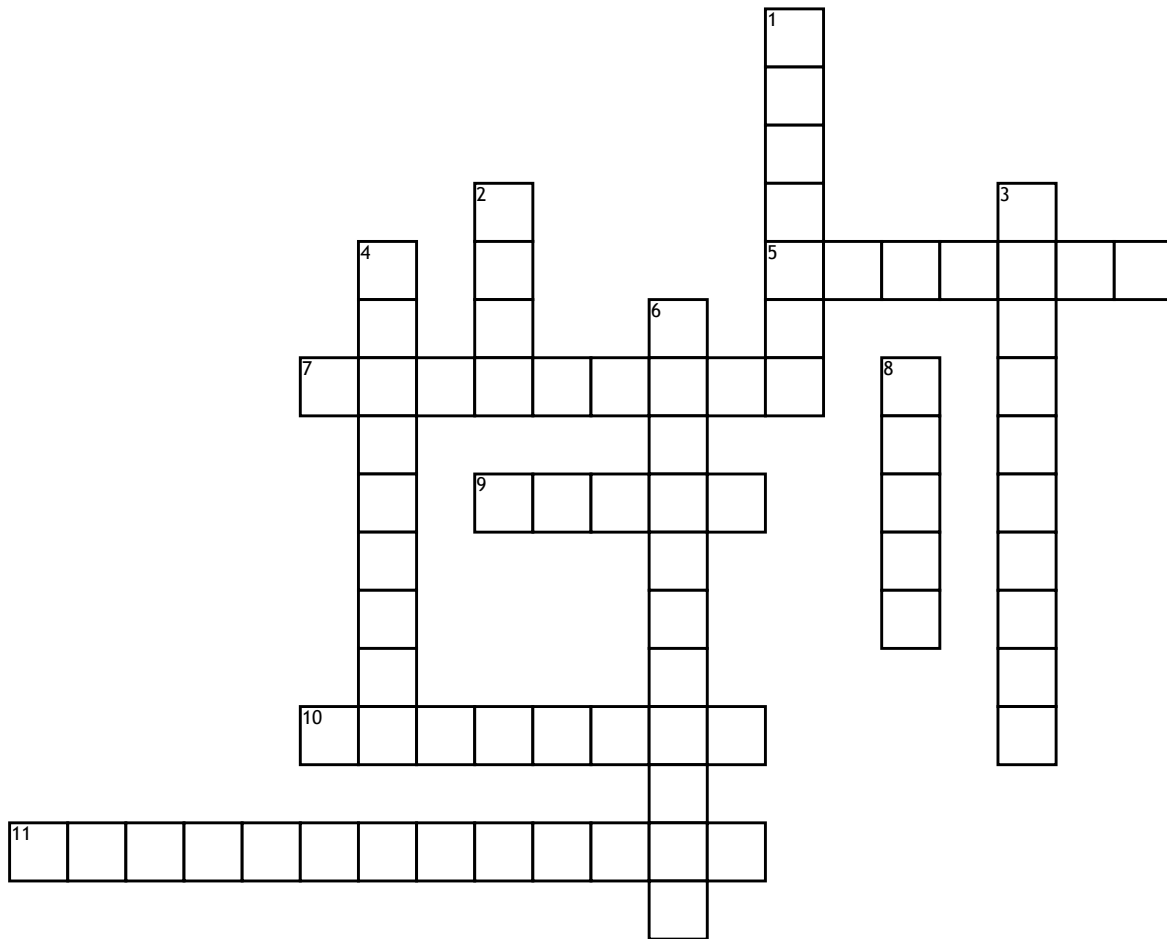


Email Etiquette Review



Across

5. Using _____ gives the impression that you are SHOUTING or making a demand on the reader.
7. Proof of the sender's name in an email.
9. Characters used to convey a writer's emotions.
10. Refrain from using this feature. It generates tons of unnecessary emails.
11. These can be problematic because not everyone knows the meaning behind them.

Down

1. Emails are not _____.
2. If you do not know who an email is from do NOT _____ it!
3. Used when you want to send the same document to other people besides the primary person.
4. A code of ethical behavior regarding professional practice.
6. The topic of the message in an email.
8. This terms refers to an angry or offensive email message or messages.