

EMAIL ETIQUETTE

SPECIFICALLY FOR UNIVERSAL CALLBACKS

- Mary and Keeley must Cc'd on all follow up emails.
 - mary@pmtm.com & keeley@pmtm.com
 - We do not need Cc'd on emails for private coaching.
- Use a direct subject line including your full name, PMTM, and UAS callback.
- Use a professional greeting and signature.
- You must include why you are sending the email. You can't send a link and expect them to figure it out.
- Use full sentences - You should never respond just "yes " or "no".
- No abbreviations or slang.
- When you respond to emails hit "reply all" to keep everyone in the email thread.
- Your first and last name must be included in the email
- Proofread every email you send. Double check email recipients, spelling, and that you followed all directions clearly.

EMAIL EXAMPLES

DO NOT USE THESE WORD FOR WORD. THESE ARE JUST EXAMPLES. USE YOUR OWN WORDS.

New Message

To : agent@agent.com

Cc: mary@pmtm.com; keeley@pmtm.com

Subject : Alyssa O'Leary - PMTM UAS Callback

Hello,

It was so nice meeting you at UAS.

Linked below are the tapes you requested for my callback.

<https://www.dropbox.com/s/3efee8k7o3qph7l/Zoom%20Etiquette.mp4?st=t2hz9c3y&dl=0>

Thank you for your time!

Alyssa O'Leary (PMTM)

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New Message

To : agent@agent.com

Cc: mary@pmtm.com; keeley@pmtm.com

Subject : Alyssa O'Leary (PMTM) - UAS Callback

Hello,

I had a UAS callback from you and as requested I am reaching out to set up a Zoom meeting.

I'm looking forward to it! Please let me know what you need from me.

Best,

Alyssa O'Leary (PMTM Agency)

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SEND