

Guidelines for correspondence and conduct in the English Department

Dear student of English,

The Department of English Languages and Literatures has compiled these guidelines to help you conduct formal correspondence with members of staff in the department and to make you aware of the terms of use for our tea corner. You are invited to observe the following principles when engaging with university staff and when using the tea corner facilities. Thank you for your cooperation!

1. Preliminary notes

- Please note that you are not on first-name basis with staff unless you are specifically invited to address members of staff by their first name.
- Being on a first-name basis with members of staff, however, does not mean that common-sense politeness rules cease to apply.
- In face-to-face interaction, students of the English Department are commonly addressed by their first name. Please advise staff to address you by family name, if you so wish.
- Please try to keep the noise down in the corridors and in the tea corner. The department is first and foremost a workspace.

2. Letters and Emails

Letters and emails addressed to members of staff follow a formal style. Please observe the following principles.

2.1. Forms of address and signing off in emails and letters

Please address members of staff by their academic title and sign off your email or letter appropriately. If you do not know the title of a member of staff, consult the website. Here are some examples of how to begin and end emails and letters in English.

OPENING LINE	CLOSING LINE
Dear Professor Smith, Dear Dr Brown,	Yours sincerely, Sincerely, Best wishes,
Dear Ms Jones, Dear Mr Jones,	With kindest regards, Best wishes, Kind regards,
Dear Alison,	Best wishes, Kind regards, All the best,

2.2. Introducing yourself and stating your problem/question

Members of staff might not immediately know who you are or why you are writing to them. Therefore, it is helpful if you introduce yourself and state what issue, seminar or lecture your email relates to. It is also common courtesy to acknowledge emails from members of staff, for example, by thanking them for their assistance or by confirming that the issue in question has been resolved.

2.3. Formality in emails and letters

Emails and letters sent to members of staff are regarded as formal. This means that you should adhere to the rules of formal writing with regard to capitalisation, punctuation and word choice.

3. Tea corner

The department's tea corner is open to all staff and students. Equipped with a fridge and microwave, plates, cups and cutlery, the tea corner is a space for spending your lunch hour and study breaks. Please pay for milk and sugar and put away your clean dishes after use.