

Frequently asked questions

When should you use CC and BCC in an email?

Remember “CC” sends a carbon copy to anyone whose email address is in the CC: field, and that BCC does the same, only the recipient’s address is hidden. You’ll want to use CC if you wish to copy others publicly, such as a colleague whom you want to keep in the loop of a project’s progress. Times you might want to use BCC at work include:

- When writing a [mailing list](#) that includes people who don’t know each other
- When sending a newsletter to a subscribers list
- When delivering a [farewell message](#) to your colleagues or clients

What should be avoided in an email subject line?

When composing an email subject line, you’ll want to keep it professional and concise. In a short phrase (but not too short), summarize your email’s message to help the recipient(s) know what to expect from your message when they read (or glance) it in their inbox.

You don’t want your email’s subject line to be too short as to be vague, nor too long that the recipient won’t be able to read it completely (or most of it) from their inbox.

Tips when writing an email

Here are some things to keep in mind when writing emails:

- **Identify your goal:** Before you write an email, ask yourself what you want the recipient to do after they’ve read it. Once you’ve determined the purpose of your email, you can ensure everything you include in your message supports this action.
- **Keep it concise:** Your audience might have little time to read your email, so make your message as brief as possible without leaving out key information. Try not to address too many subjects at once as this can make your message lengthy and difficult to take action on.
- **Use proper etiquette:** Include a courteous greeting and closing to sound friendly and polite. Additionally, be considerate of the recipient and their time. For example, unless



it's an emergency, avoid emailing a contact asking for something after-hours or while they're on leave.

Recommended reading

You can check out other professional email examples with our other guides, which include samples, tips and suggested email formats for the following work situations:

- [Out-of-Office Email Messages: FAQs, Tips and Examples](#)
- [How To Email a Hiring Manager Directly \(With Examples\)](#)
- [How To Write an Email Requesting Something in 6 Steps](#)
- [How To Write an Email to Your Boss \(Templates and Examples\)](#)
- [How To Write a Bad News Email \(With Steps and Examples\)](#)

Reference: [Indeed.com](https://www.indeed.com)