

Best Practice: How to use email at NH Hotels



1

Send the email to the minimum possible number of people, avoiding unnecessary distribution



Send To... +1
Cc...
Subject:

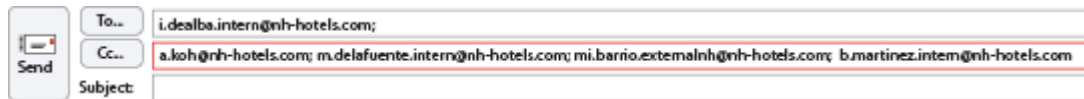
2

In the recipient field (To / Para):

If the email is informational include only the people who should receive this mail. If an action or response is required, send it preferably to a single person or a specific group of people

3

Do all these contacts need to be copied in? They also receive many emails!



Send To... i.dealba.intern@nh-hotels.com;
Cc... a.koh@nh-hotels.com; m.delafuente.intern@nh-hotels.com; mi.barrio.externalnh@nh-hotels.com; b.martinez.intern@nh-hotels.com
Subject:

Please select only the people with a real interest in the information within the email



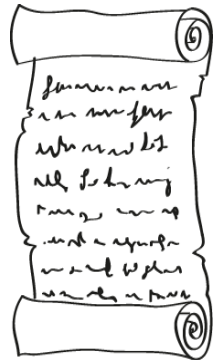
The email subject should be clear and concise and directly related to the issue or message in the body of the email. It will help the recipient to know what the email is about and how to prioritize it

4

5

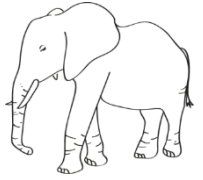
The mail content should be:

Clear and concise, prudent and polite. Make correct use of the upper and lowercase. Texts written in uppercase are equivalent to **SHOUTING** (suggest strong emotions). If you want to emphasize a word it is preferable to use quotes, bold, italics, different colors etc. **Be succinct:** keep in mind that the recipient will not spend much time reading it. Please summarise!



6

Please consider the size of any attached files. It may be more effective to share a folder on a server than to send very large files!



7

An email is not the best way to manage extremely urgent issues; there is a chance that you will not get the required response within your deadline



2 minute rule:

If you can process an action in less than 2 minutes, do it!
If not, prioritize it!

8

9

Don't argue via email as this goes against good practice. Please arrange a call or a meeting to talk issue(s) over!



Always end your email with a **signature** and include your full name and title where applicable.

10



Email privacy must be respected; **don't forward any messages without the permission of the sender**, especially those whose content is sensitive or confidential

