



Guidelines for written communication in the professional environment

One should maintain an appropriate form in correspondence with chairs of the faculty, in everyday business and in contact with authorities. This applies to all types of communication, whether communicating by letter, e-mail, online form, text message, etc. Make sure that you formulate your request neutrally, respectfully and as concisely as possible. Furthermore, the following etiquette is recommended.

Salutation

The correct salutation depends on the person or position you want to address.

Form of address	Valediction
Professor	
Dear Professor Müller	Yours sincerely
Unknown recipient, e.g. research staff (PhD, doctorate)	
Dear Dr. Meier	Yours sincerely
General recipient, e.g. research staff	
Dear Mr./Ms. Schmidt	Yours sincerely
Unknown recipient	
Dear Sir or Madam	Yours sincerely
Colleague or acquaintance with regular contact	
Dear Mr./Ms. Schulze	Kind regards/Best regards
(Closer) Friend/colleague/acquaintance on first name basis	
Dear Peter	Kind regards/Best regards

In general, when communicating with chairs of the faculty you should always use the e-mail address provided by the university (max.mustermann@st.ovgu.de).

The right recipient

First, identify the correct contact person for your specific enquiry. If you have been given a contact person, use the given information. Otherwise, research the right contact person for your inquiry. This could be a person responsible for a department or an organization as well as an organizational unit of a specific department.

The commonly used contact persons at a university are:

- Examination offices for all examination-related questions. This can be the examination office of your faculty or the examination office of the faculty offering the course.
- Secretariats for general concerns to the chair, applications and appointment arrangements.
- Research assistants for questions concerning the exercises and lectures.
- The professor should only be contacted directly as an exception.

Subject line

Choose a concise reference for your concern, in which the important information is included. Some examples are:

- Appointment request for supervision of a master thesis in SS2023
- Application for the seminar Computational Finance and Financial Management
- Question on Exercise Task 4.3 in Multinational Finance

The right way of addressing the recipient

Always address your contact person in a polite and respectful way. The exact way of addressing your recipient depends on the profession and academic degree of the person as well as your acquaintance with them.

Please note the forms of address mentioned above.

Content

Formulate your request as neutral and concise as possible. Once again, a respectful contact with people and offices should be maintained. As a way to identify you directly, please state your matriculation number, your course of study and the course concerning your question.

Close the message

At the end, you should always offer your further cooperation and if possible, mention further ways of contact. An example is given below:

- For further questions and comments please feel free to contact me by mail (max.mustermann@st.ovgu.de) or by phone (+49-17123456789) between X am and Y pm.

At the end of your message, close with an appropriate valediction.

Please note the valediction forms mentioned above.