E-Mail readers are overwhelmed

To: All Staff, Prime Products Inc.

From Mike Mansfield, Facilities Supervisor, Prime Products

**Subject: Temperature control**

I hope everyone has had a nice summer. As we move forward to the fall and the winter months I wanted to go over some things as we prepare for the cold weather. I have been working with the landlord closely throughout the summer and will continue to do so to address one of our main concerns here in the office, HVAC. During the summer we have experienced some problems with areas on our floors being too warm and some being too cold. As a reminder, per our lease, ABC Management is required to keep our temperature ranges between 70 degrees and 74 degrees annually. I have noticed during walks around the spaces that there are personal space heaters and or coolers beings used. Unfortunately these unites are considered a safety hazard and are not allowed to be use in our spaces. This is also written into our lease and they can be taken should the engineers see them. I have asked them not to do so as we continue to pro-actively address our problems. In the course of working with the engineers we have determined that these units have attributed to our heating and cooling problems. Here are some things that our Prime Products team can do to help correct these issues.

* Do not tamper with the thermostats. (they have been calibrated accordingly in order to keep our space within the optimum temperature range)
* Do not use space heaters. (the units affect the immediate temperature at or near thermostats and can cause additional cooling when not needed, thus making the space even cooler)
* Keep a light weight jacket or sweater in the office during cooler days.
* Please notify me or Bill Edwards (main lobby reception area) with any hot or cold concerns so the landlord can be notified immediately
* Turn in your space heater (if purchased by Prime Products) for donation!

I will be working in conjunction with the landlord to set up a Space Heater Day in order to show Prime Products’ commitment to having a safe and warm winter this season. All heaters can be turned in for collection and will be donated accordingly to those less fortunate this winter. I look forward to working with ABC Management as well as Prime Products staff to help keep this a safe and warm winter season.

Improve the subject line

**Sample 1**

From: Catherine\_Howe@SilverSpringU.edu

To: Multiple recipients of list AHCI-L

Subject: Historical Society Photographs

SSU’s Office of Imaging, Printing, and Photographic Services (IPPS) provides online images covering topics ranging from air and space to science, technology, history and even current events. IPPS has just acquired a collection of 2,000 photographs from the SSU Historical Society. You can download these image files to view at home or in school. These images give you and your students the opportunity to see and learn about many of SSU’s interests and accomplishments over the years.

You have the Historical Society's permission to download these digital images to use in class presentations. Students can download them for research and media projects, etc. Check it out. There are some interesting images at [http://www.ssu.edu/HistSocietyColl.html](http://www.ssu.edu/HistSocietyColl.htm)

Please don't hesitate to get in touch with me if you would like more information or need some help.

Catherine Howe

Director of Media Relations, SSU

Improved subject line: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Sample 2**

From: lballou@cdec.net

To: Wwright@afb.com

Subject: Re: 2014 catalogue product descriptions

Wendy, I just wanted to let you know that we’re about to change our accounts payable process. I promise to get your pricing agreement signed and turned around just as soon as possible. I’m having a meeting with our sourcing department on Friday and plan to turn it over to them. I, unfortunately, don’t have the name of someone for you to contact about the pricing agreement. Rest assured – I am working on it for you.

Have a great holiday!

Larry

Improved subject line: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Practice: Write a BLUF and a subject line

Write a BLUF for the “Temperature Controls” e-mail on page 1.

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Write a better subject line: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does this writer’s tone support his purpose?

**From:** Swanson, Charles
**To:** Financial Aid Office
**Subject:** Request for final review of items to keep on the K Drive

Attached please find a summary of the materials on the K drive that people identified as being used.  All financial aid employees should review the summary, examine the K drive once again, contact me immediately to make me aware of any omissions from the summary.

Employees who mistakenly assume that I realize they utilize particular items on the K drive are thoroughly mistaken. It is your responsibility to identify items you do NOT want removed.

The deadline for your response is January 7th. Any responses received after that date will be disregarded.

Charles Swanson, Director of Financial Aid

University of Silver Spring