

**Communicating with  
university lecturers by  
e-mail and telephone**

# E-mailing – when to e-mail

- Should I e-mail the lecturer?
- Yes → if they give their e-mail address in the first lesson
- No → if they specifically tell you not to
- Otherwise → try e-mailing, then attend next office hours if no answer received
- Office hours can be found on Department of English Studies (*Anglistik*) homepage → Office hours (<https://www.uni-trier.de/index.php?id=55442>)

# E-mailing – subject line and multiple addressees

- Subject line – always give e-mail a subject, stating class name and number (e.g. Lang 101), day of the week (e.g. Monday) and time (e.g. 10-12)
- Multiple addressees – if you are sending the same e-mail to more than one person, copy everyone on the same e-mail, so that all parties can see any answers sent

# E-mailing – opening formulae

- Start all e-mails with “Dear x,” (*where “x” is the person you are writing to, e.g. “Dear Mr Banks,”*)
- Remember to capitalise the first letter of the body →
- “Dear x,  
Further to our recent conversation...”

# E-mailing – forms of address (titles)

- In English, only use a person's highest title, e.g. “Dear Professor Sand, / Dear Dr Müller, / Dear Mr Banks,”
- When e-mailing female lecturers who are not professors or doctors, use “Ms,” e.g. “Dear Ms Maas,” the first time you contact them
- If they answer you with “Mrs” or “Miss”, then use that in future, e.g. “Dear Mrs Maas,”

# E-mailing – body

- Ensure you state the issue clearly, politely and concisely, including how you would like the lecturer to help you
- Check that your spelling (inc capitalisation) and punctuation are correct before sending
- Write formally → avoid using colloquial language/slang and smileys (wotevs, lol! 😊 😐 😞)
- If answering an e-mail, include previous e-mails in your reply so that the lecturer can see what has been said before

# E-mailing – closing formulae

- Use a suitable closing formula, e.g.:  
“Best regards,” “Kind regards,” “Best,”  
“Regards,” (note, **not** “Yours  
faithfully/sincerely”)
- Ensure you include your name at the end,  
as well as your student number  
(*Matrikelnummer*) where relevant, e.g.  
when asking to be added to/removed from  
a class on Porta

# E-mailing – following up

- Do not expect an immediate answer (especially outside of working hours)
- If not urgent, wait at least one week before following up
- If urgent, you are recommended to follow up on the telephone or in person
- Avoid sending multiple e-mails on the same topic

# Telephoning 1

- Telephone numbers can be found on Department of English Studies (*Anglistik*) homepage → Contact Details (<https://www.uni-trier.de/index.php?id=1066>)
- If you wish to contact a professor, call their secretary (unless informed otherwise)
- Call other lecturers directly

# Telephoning 2

- Plan what you want to say in English
- Identify yourself
- Outline why you are calling (i.e. say how you would like the lecturer to help you)
- Be clear, concise and polite

Any questions?