Chapter 23

Activity 23-2 Avoiding E-mail Pitfalls

**Directions:** Complete the following activity to see the consequences of misdirecting an e-mail.

Angela enjoyed her summer job. Everyone thought that she was a good worker. Company policy allowed employees to use the work computer when there were no work-related tasks that needed to be done.

After taking care of all the work that needed to be done, one afternoon Angela took a minute to write an e-mail to her friend about a boy she liked. Before she could finish and send the e-mail, a customer came in who needed her help.

As another customer walked in, Angela knew she needed to quickly finish the e-mail and get back to work. Instead of sending the e-mail to her friend, she sent it instead to a list of local and regional managers. Every manager received the e-mail Angela only intended for her friend to see.

Activity Questions

1. How will this mistake affect Angela’s work reputation?

<<Place Answer Here>>

2. Was Angela wrong in sending such an e-mail?

<<Place Answer Here>>

3. What would you do if you were Angela’s boss? (Consider that the e-mail was also sent to the regional managers.)

<<Place Answer Here>>

4. Ask your instructor where to save your documents. This could be on the school’s network or a flash drive of your own. Name your document *FirstnameLastname*\_Activity23-02.docx (i.e., JohnSmith\_Activity23-02.docx).