

## NEW VISION, MISSION AND VALUES



### **Vision**

Excellence in Public Resource Management  
for Socio-Economic development

### **Mission**

Empowering Provincial and Local  
Government for sustainable service delivery  
through good governance and sound public  
resource management

### **Values**

- Integrity
- Transparency
- Accountability
- Fairness
- Professionalism

*"We are the best in what we*

# Email Etiquette

## 1. Address your messages carefully

Use the To, Cc, and Bcc fields correctly. Here are a couple of simple guidelines:

When sending to several people who know each other, it's okay to put their addresses in the To... field.

If the communicate requires someone to be informed about the circulation, put their address in the Cc... field

When sending to many people in the address book , put their addresses in the Bcc... field instead. This will assist in eliminating replies to irrelevant recipients.

Addresses in the To... and Cc... field are visible to all recipients. Addresses in the Bcc... field are hidden.

## 2. Always include a brief Subject.

## 3. Contents of your mail - Use upper and lowercase text. Using all uppercase letters means SHOUTING.

Use proper business language

## 4. Sign your messages with at least your name, surname and contact number.

## 5. Always review your message before you click the send button. Remember, format/ spelling errors, missing information, setting reminders ... This will eliminate recalling and resending corrected or updated copies after a message has been received.

## 6. Refrain from using the Reply to All feature to give your opinion to those who may not be interested. In most cases replying to the Sender alone is your best course of action.

## 7. Don't forward chain mail! These messages tell you to send or forward them to several other people.

## 8. When you invite people to a meeting, always use calendar invitation. This will assist you to choose the dates properly, set reminders and allow invitees to confirm availability.

## 9. Keep your mail box clean. Save attachments to My Documents folder and delete all unused email.

Create folders to categories and easily access your mails

Transfer old email but still useful emails to the archive folder

*Finally, remember that we are evaluated and classified by these four contacts : What we do, How we look, What we say and How we say it''*

# expo

# Youth Franchise Expo

19-21  
NOV  
2014  
BOLIVIA  
LODGE



LIMPOPO  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
ECONOMIC DEVELOPMENT, ENVIRONMENT & TOURISM

FREE!  
ENTRANCE  
FREE!

## WHAT TO EXPECT?

**Franchise Exhibition:** Different franchise holders and business support institutions will be exhibiting their different business propositions. **Visitors will have free entry to all the stalls.**

### Expert Franchise Advice:

Business Advisors of various developmental support institutions will provide free advice on "how to start or grow your franchise or any other business" among other things.

### Conference:

These will also include experts invited to present on any of the business topics e.g. "franchise finance, researching a franchise" or "what is the benefit of buying a franchise business."

### Networking & Engagement sessions:

Available for Individuals, small focus groups and for participants not attending the conference.

WHO IS  
IT FOR?  
ALL  
LIMPOPO  
YOUTH



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