

Concepts

Family history missionaries receive e-mails from patrons with family history problems. The goal of FamilySearch is to give answers to family history questions. Each time a patron e-mails FamilySearch, a case is created to track both the question asked, and the answer given to solve the problem.

1. In some areas, you may be assigned e-mail cases. These cases will appear in your default work folder.
2. When you send an e-mail to a patron, you are representing the Family History Department of The Church of Jesus Christ of Latter-day Saints. As far as the patron is concerned, you represent the Church, and if you treat him or her well, the Church has treated him or her well. Therefore, we suggest using the following guidelines:
 - a. Use upper and lowercase letters as you would in writing a letter.
Wrong: WE HOPE THIS INFORMATION WILL HELP YOU SOLVE YOUR PROBLEM.
Right: We hope this information will help you solve your problem.
 - b. Proofread your e-mail before you send it.
 - c. Use a subject line that describes the content of the e-mail and lets the patron know what question you are answering.
 - d. Begin with "Dear" and include a title (such as Mr., Mrs., Brother, or Sister), the patron's last name, and a colon or comma.