Email Management SOP

This SOP sample shows how I can manage client email in boxes through organization, categorization, and response handling. While I don't have formal experience yet, I have learned these skills through self-study and free training.

How I Organized Folders:

FOLDER NAME	PURPOSE
Priority	Must be addressed within 24 hours
Follow-up	Requires further action
Completed	Emails fully addressed and filed

AUTO REPLY TEMPLATES

Subject: Thank you for your message

Hello Arfel,

Thank you for reaching out. I've received your email and will review it shortly. You can expect a response from me within 24 hours.

Best regards,
Fel

Meeting Confirmation

Subject: Your Meeting is Confirmed

 Hello Arfel,,

This is to confirm our scheduled meeting on August 25-2025 5:00 pm. Please let me know if you need to adjust.

Best regards,
Fel

Out of Office

Subject: Thank you for your email

Hi Arfel,

I am currently out of the office and will return on August 25-2025. In the meantime, if you need immediate assistance, please reach out to sample.123@gmail.com. Otherwise, I will respond to your message as soon as I'm back.

Warm regards,
Fel

Workflow Overview

● Check inbox 2–3 times a day (morning, afternoon, evening) can adjust to client's needs.

● Put new emails into the right folders right away.

● Reply to important emails within 24 hours (or client's preferred time).

● Use reminders to keep track of emails that need follow-up.

● Move finished emails to a "Completed" folder for easy reference.