UNIT 07

RESPOND TO WRITTEN REQUEST (4)

I. EXAM FOCUS

SUGGESTION

Sample question

From: D. Walker, Director, peters Shipping

To: Z. Lee. Purchasing Manager, Norville Supplies

Subject Our service

Sent: January 17, 4:12 RM.

Dear Mr. Lee.

I understand you tried to contact me this morning to discuss improvements you believe we could make to our services. If you'd still like to give me some feedback on how we could perform better, please respond to this email.

Yours,

D. Walker

Sample response

Hello,

I have two suggestions that should help you improve your services.

Firstly, you should develop an online ordering. **My company makes many large orders and it can be annoying to fill out so much paperwork. An online order form would be simpler. Secondly, I suggest you put a tracking device on your shipments. That way, customers don't need to worry about delays or lost deliveries.**

I hope you find this advice useful.

Kind regards,

Z. Lee

LIVEWORKSHEETS

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II. HOMEWORK

Exercise 1. Response to written requests

Email 1.

From: James Parker, officer manager

To: All employees

Subject: Moving offices

Sent: August 16, 2:35 P.M.

We are going to be moving our current office to another section of this building form Monday to Wednesday next week. I would like all staff members to be involved in this process. Please tell me on which of these days you can participate.

LIVEWORKSHEETS

Thank you, James
Directions: Respond to the email as if you are an employee of James Parker. In your email, suggest ONE time that you would like to participate and ask TWO questions about the move.

Important appointment next Monday morning

Might not be able to help move

Hours we are supposed to work

Wear any special clothing

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LIVEWORKSHEETS

Email 2.

From: A. Chae, general Company

To: Fine Prints

Subject: Printing accident

Sent: May 2, 10:32 A.M.

Dear Fine Prints,

Your company recently prepared letterheads for us. However, I've just noticed that you printed our old address by mistake. I have to send out hundreds of letters to our customers for a new promotion. Please email me about this as soon as possible.

Thank you

A. Chae

Directions: respond to the email as if you are an employee at Fine Prints. In your email, make TWO suggestions for how to handle the problem and provide ONE piece of information you think will be useful.

Apologize for the mistake	Print out new sheets of paper
Two ways to handle	Faster
Print new address	Not professional
Sticker label	No extra charge
Attach	

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LIVEWORKSHEETS

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Email 3.

From: Barry Cole, Accounting To: Jim Slate, Assistant Manager, Accounting Subject: Computer problems Sent: March 10, 3:58 P.M. Mr. Slate, I have been having problems with my office computer recently. I requested assistance from the help desk several times but they have not fixed it yet. Could you please help me find a way to solve this problem? Thank you, Barry
Directions: Respond to the email as if you are Mr. Slate. In your email, ask ONE question and make TEO suggestions about getting the computer fixed.

Help desk

How long

Walk down to speak with the help desk

Manager of the help desk

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LIVEWORKSHEETS

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Email 4.

From: Tradewinds Apartments To: All residents Subject: residents' meeting Sent: September 3, 12:28 P.M. Dear Tradewinds residents, This message is to remind you that we will be having our monthly meeting next week. To make the meeting more beneficial for all, please email us with some suggestions for topics to discuss and let us know you are going to attend the meeting or not. Thank you.
Directions: Respond to the email as if you are resident at Tradewinds Apartments. In your email, suggest TWO topics and ask ONE question about the meeting.

Important issues	Solution for recycling
Day and time	Bins are too small
Parking situation	Messy
Double-parking	

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LIVEWORKSHEETS

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LIVEWORKSHEETS