

MODULE-1

Effective Communication

Task: Write professional emails based on any 5 of the following scenarios. Ensure clarity, conciseness, and a formal tone.

THANK YOU EMAIL

Subject: Heartfelt Thanks for Your Invaluable Guidance

Dear Mr. Rajesh Verma,

I hope this email finds you well.

I wanted to express my sincere gratitude for the time and wisdom you shared with me during our conversation last Thursday. Your advice on navigating career growth in the marketing industry was truly insightful and has given me a much clearer perspective.

Your point about "developing data storytelling skills alongside creative campaigns" particularly resonated with me, and I am already implementing it in my current projects by enrolling in an analytics course.

Thank you once again for your generosity and mentorship. It means a great deal to me, and I hope to have the opportunity to make you proud with my progress.

With warm regards,

Priya Sharma

Marketing Executive

Sunrise Digital Solutions

+91 98765 43210

LETTER OF APOLOGY

Subject: Apology for the Delay in Submission

Dear Mr. Sharma,

I hope you are doing well. I am writing to offer my sincere apology for the delay in submitting the monthly sales report that was due on 1st December 2025.

The delay occurred due to unexpected technical issues with our reporting system, and I fully understand the inconvenience this may have caused. I take full responsibility for the situation, and I assure you that it was never my intention to disrupt the workflow or cause any difficulty.

Attached is the completed sales report, and I will ensure that such delays do not occur in the future. I truly value our professional relationship and appreciate your understanding and patience.

Once again, please accept my sincere apologies. If there are any concerns or adjustments needed, please do not hesitate to let me know.

Thank you for your understanding.

Kind regards,
Aman Verma
Sales Executive
Starline Solutions Pvt. Ltd.
+91 98765 43210

EMAIL OF INQUIRY / REQUEST FOR INFORMATION

Subject: Inquiry Regarding Internship Opportunities

Dear Human Resources Team,

I hope you are doing well. I am writing to inquire about potential internship opportunities within your organization for the upcoming summer session.

I am currently pursuing a Bachelor's degree in Computer Science at Delhi University and am highly interested in gaining hands-on experience in software development. I would appreciate it if you could kindly provide the following information:

1. Available internship positions
2. Duration and starting dates
3. Eligibility criteria and required qualifications
4. Application procedure and deadlines

I would be grateful to receive this information at your earliest convenience so that I may prepare the necessary documents in time.

Thank you very much for your assistance. I look forward to your response.

Warm regards,

Ankit Sharma

Delhi University, B.Sc. Computer Science

Contact: +91 98761 45520

Email: ankit.sharma@email.com

QUOTATION EMAIL WRITE FOR

Subject: Quotation for Office Furniture – Requested Details

Dear Mr. Khanna,

I hope you are doing well. Thank you for your interest in our office furniture products. As requested, please find below the quotation for the items you inquired about:

Item Description	Quantity	Unit Price	Total Price
Executive Office Tables	5 Units	₹12,500	₹62,500
Ergonomic Office Chairs	10 Units	₹8,200	₹82,000
Steel Filing Cabinets	3 Units	₹6,900	₹20,700

Grand Total: ₹1,65,200 (Inclusive of all taxes)

Additional Information:

- Delivery Time: 7-10 working days
- Warranty: 1 year on all items
- Payment Terms: 50% advance, 50% upon delivery

If you require any changes or additional items, please feel free to inform us. We will be happy to revise the quotation accordingly.

Thank you for considering our products. We look forward to doing business with you.

Warm regards,
Neha Verma
Sales Manager
Comfort Office Interiors Pvt. Ltd.
Contact: +91 98732 10094
Email: neha.verma@comfortinteriors.com

EMAIL ASKING FOR A STATUS UPDATE

Subject: Request for Status Update on Project Submission

Dear Mr. Arora,

I hope you are doing well. I am writing to kindly request an update regarding the progress of the marketing proposal that was scheduled for review last week.

We are preparing our next steps based on this proposal, and having the current status will help us proceed accordingly. If there are any issues, delays, or additional requirements, please let me know, and I will be glad to assist.

I would appreciate it if you could share the update at your earliest convenience.

Thank you for your time and cooperation.

Sincerely,

Shivani Gupta
Project Coordinator

Skyline Advertising Pvt. Ltd.

Contact: +91 99283 41006

Email: shivani.g@skylinead.com