**Module 1: Effective communication**

**1) Thank you email**

**Subject: Thank for the call back after the interview**

**Dear Mr. Sharma,**

**I am writing this to thank you calling me back after the interview on 25th may and providing me with such a great opportunity. I just wanted express my sincere gratitude for offering me the position of quality assurance analyst at tech Infosys. I am thrilled about the opportunity to join your team make contribution to company’s goals.**

**I look forward to working with you and the rest of the team. Please need from me before start date.**

**Once again, thank you so much for this incredible opportunity.**

**Best regards,**

**Ankita Parmar**

**(Contact no.)**

**2) Apology email**

**Subject: Apologising for missing the deadline**

**Hello Ms. Gupta,**

**I sincerely want to apologise for not being able to deploy the functioning website of your financial consulting practice on time. I understand that this delay by our team has caused you great inconvenience to you and your clients.**

**As project manager, I take full responsibility for my actions and resulting consequences. There is no excuse for missing the deadline and not communicating the delay in advance. I deeply regret the frustration and disruption this may have caused.**

**To address this, we have recruited 15 more highly qualified employees to join our team. I am committed to preventing such issues in the future and to restoring your trust.**

**Please accept my heartfelt apology. I value our professional relationship and dedicated to make amends. If there is anything I can do to rectify the situation, please let me know.**

**Sincerely,**

**Ankita Parmar**

**Project manager**

**(contact no.)**

**3) Quotation email**

**Subject: Quotation for computer parts**

**Dear Mr. Mehta,**

**Thank you for considering Vintron informatics for achieving your goals. We are pleased to provide you with a detailed quotation of our products as per your request.**

**Quotation details:**

* **Product: ATX – the standard size(305\*244mm)**

**Micro ATX-compact size(244\*244mm)**

**Mini ITX-a compact form factor (170\*170)**

**Extended ATX-Larger than ATX (344\*330mm)**

* **Quantity: 150 units of ATX**

**180 units of micro ATX**

**50 units of mini ITX**

**80 units if extended ATX**

* **Unit price: Rs.10,000 for ATX**

**(Per unit): Rs.3250 for micro ATX**

**Rs.35400 for mini ITX**

**Rs.23500 for extended ATX**

* **Total cost: Rs.57,35,000**
* **Delivery timeline: 30th June**
* **Payment terms: 50% advance, 50% upon delivery**

**Please find the detailed quotation attached to this email. If you have any question or require any further clarification, feel free to reach out.**

**We are looking forward to work with you.**

**Best regards,**

**Ankita Parmar**

**Sales manager**

**Vintron informatics**

**(Contact no.)**

**4) Asking for a raise in salary**

**Subject: Request for salary review**

**Dear Ms. Sinha,**

**I hope you are having a good week. I am writing this email because I would like to request a salary increase based on my recent performance review.**

**Since joining Web-desk solutions, I have consistently delivered high quality work and shown a strong commitment to achieving our goals. I have thoroughly enjoyed working at the company and am grateful for the opportunities to grow and contribute to our team’s success.**

**During my tenure, I have led the testing team through high budget e-commerce application testing, resulting in 100% customer satisfaction, managed the team of 30 testers to successfully deliver the application to client on time.**

**Based on my research of industry standards and salary benchmarks for my role and experience level, I believe an adjustment in my compensation is essential. Therefore, I respectfully request salary increase to 12 LPA. This adjustment would better reflect the value I bring to the team and align my compensation with industry standards.**

**I am committed to continuing my contributions to Web-desk solution and eager to discuss this request further at your convenience.**

**Thank you for considering my request.**

**Best regards,**

**Ankita Parmar**

**Sr. QA manager**

**5) Resignation email:**

**Subject: Formal resignation**

**Dear Mr. Sharma,**

**I hope this email finds you well. I am writing this to formally resign from my position as sr. quality analyst at web-desk solutions, effective from 30th June.**

**I will do everything I can to ensure smooth transition, including assisting in handover process and knowledge transfer. I truly appreciate the opportunities for growth and experiences I’ve had while working with you and the team.**

**Thank you for the opportunity to be a part of Web-desk solutions. Please let me know how can I best support the transition process.**

**Warm regards,**

**Ankita Parmar**