

Group Task

Group-1 You as CEO of Avanceon Private Limited (Gulberg-II, Lahore) has outsourced your project of developing Salary Management program to Social Square (Phase III-DHA, Lahore). After the first month of successful installation and testing, the software faced an error. Assume terms of contract and ask your personal assistant (Mr. Kaleem) to write a complaint letter to Manager Customer Support (Mr. Adil Rizwan). Your complaint letter will identify that you have also sent a copy to CEO Social Square (Mr. Avais) and enclosed a screenshot of error screen.

Group-2 You are the Manager Customer Support of Social Square (Phase III-DHA, Lahore). You have received a Complaint letter on January 28, 2019 from CEO of Avanceon Private Limited (Gulberg-II, Lahore) about your company's product. Ask your personal assistant (Mr. Asad Irfan) to write an acknowledgement letter to the CEO Avanceon Private Limited (Gulberg-II, Lahore). Also ask you secretary (Mrs. Nadia Ali) to write a memo to Manager product development (Mrs. Naveed) of your company, informing her about the complaint. While you are writing both letters consider about all legal aspects due to which you will be identifying, producing and sending more than one copies and enclosing documents.

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Group-3. You as a product development manager of Social Square (Phase III-DHA, Lahore) to show goodwill gesture with your team have visited Avanceon Private Limited (Gulberg-II, Lahore) for the review of the product. After reviewing the software you found an attempt of hacking from one of the Avanceon's computer IP address which resulted in the error. Now you have asked your secretary (Ms. Amna Ilyas) to write a memo to customer support manager (Mr. Adil Rizwan) to take decision according to the company's policies. Your memo will include information of all the concerned authorities requiring the update about the situation and enclose the field visit report.

Group-4. You as Customer Support Manager of Social Square (Phase III-DHA, Lahore) writing an adjustment letter to CEO of Avanceon Private Limited (Gulberg-II, Lahore) your objective will be to keep Avanceon as your longterm customer. You can make assumptions. Your letter will be keeping key personnel in the loop and will be attaching the previous conversational documents.

GROUPS	DOCUMENTS TO SUBMIT	SEND TO
Group 1	Complaint Letter	Group 2
Group 2	Acknowledgement Letter Memorandum	Group 1 Group 3
Group 3	Memorandum	Group 4
Group 4	Adjustment Letter	Group 1

1. All documents will be exchanged through emails, following the email etiquette.
2. The instructor email always be added in CC
3. Decide on a representative from each group who will send and receive emails and share their email addresses with the representative of other groups
4. All groups will be completing the tasks in a weeks time. The group causing the delay in response will be penalized.