

1.You have to start working on an assignment/case study/project. But you have not understood everything. You need some more clarifications. How will you write to the facilitator/manager/client?

Hello Sir,

Subject- To get more Information about our project

I'm glad to be a part of this Project. I have gone through the case study but noticed that there are few requirements which is not clear from myside & I would like to know more about this project. Once I have that, we can begin the work more efficiently with a timeline and accuracy.

If you could please send me more information about this project at your earliest convenience, we can begin discussing the remaining details. I would be grateful if you could get back to me as soon as possible because I am finding it difficult to initiate my work due to insufficient knowledge and input.

Thank you for your time and consideration.

With Regards

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2.You were not able to meet your deadline/deliverable of your assignment or case study. Facilitator/Manager/Client is very upset about it and has written you an angry mail. How will you respond?

Hello sir,

Sub - An apology mail for not completing Case study on given time.

I deeply regret the inconvenience caused due to the delay in delivery of the Case study. This delay occurred primarily due to a block in the application that we were unable to resolve. We were keen to deliver a quality product to you and hence took the risk of delaying delivery to ensure the case study was thoroughly tested & delivered.

I completely understand your frustration. I would like to Sincerely apologize for my mistake. Please kindly give me one more day. I assured you that we will deliver the Case study as soon as possible and with the best work.

I assure you it will not happen in future.

With Regards

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**3.You have done a great job on the case study/assignment/project.
Facilitator/Manager/Client is very happy and has written an appreciation mail to the entire team, senior management. How will you respond?**

Hello sir,

Thank you for your warm words of appreciation. I'm grateful to have been a part of this Assignment in which I got a chance to work in such a great environment with the best team and learn many things as a fresher. This is only possible because of being under the guidance of you. So I am thanking you and congratulating you for helping me. I assure you I will keep Hardworking and making You as well as this company proud.

Thank you for kindness and helping Gesture towards me.

With Regards

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4.You have come back after a leave and want to communicate this to the trainer/reporting manager/client

Greetings Sir,

Thank you for being so understanding during this trying time. I am writing to inform you that I am able to return to work from leave after recovering from illness from Monday.

As you already know, I had to take time from work to regain my health. I am ready to get back to work. Again, I'd like to thank you and Espire for your patience, understanding and flexibility during this time. It is an honour to work for such an altruistic company.

Thanking you

Sincerely

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