

Module 1: Effective Communication

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

1. Thank you Email

Subject: Thank You

Dear Sir/Ma'am,

I hope this message finds you well.

I am writing to extend my sincere thanks and appreciation for giving me opportunity to attend a Digital Marketing course at TOPS Technologies, Rajkot. Your support has been incredibly helpful and is genuinely appreciated.

Your professionalism and promptness reflect a strong commitment to excellence, and it was a pleasure working with you. The insights and information you shared have added great value, and I look forward to putting them into practice as we move ahead.

Please feel free to let me know if there is anything further I can provide, or if any additional clarification is needed from my side. I look forward to staying in touch and continuing our collaboration.

Thank you once again for your time and support.

Regards,

Priyanka Bhatt

priyankabhatt.bp14503@gmail.com

2. Letter of Apology

Subject: Sincere Apology

Dear Sir/Ma'am,

I hope this message finds you well.

I would like to extend my sincere apologies for the delay in the delivery of your order. We understand how important timely delivery is to your operations, and we deeply regret any inconvenience this may have caused.

The delay was due to a delay from our vendor, and we are actively working to ensure that the shipment reaches you at the earliest possible date.

Please be assured that we are taking the necessary steps to avoid such occurrences in the future. Our team has already adjusted our delivery timelines to improve our delivery performance.

We truly value your patience and understanding in this matter. If you have any immediate concerns or require further assistance, please feel free to reach out to me directly.

Thank you for your continued trust and support.

Warm regards,

Priyanka Bhatt

priyankabhatt.bp14503@gmail.com

3. Reminder Email

Subject: Gentle Reminder – Pending Payment

Dear Sir/Ma'am,

I trust this message finds you well.

I am writing to kindly follow up on our previous communication regarding the invoice sent on July 1st, 2025.

As of today, we have not yet received payment confirmation and we wanted to ensure it hasn't been missed or overlooked. We understand that schedules can get busy, so this is simply a gentle reminder to revisit the item when time permits.

To assist, I've included a quick summary below:

Item: Invoice #1978

Date Sent: 01/08/2025

Pending Action: Payment

Please let us know if you require any clarification, supporting documents, or additional information to proceed. We're happy to assist in any way we can.

Your attention to this matter is greatly appreciated. We look forward to hearing from you soon and thank you in advance for your cooperation.

Warm regards,

Priyanka Bhatt

priyankabhatt.bp14503@gmail.com

4. Quotation Email

Subject: Quotation for Television

Dear Sir/Ma'am,

I hope you are doing well.

Thank you for your interest in our LG Television QLED. Please find attached the formal quotation for your review, based on the details shared. Below is a brief summary:

Quotation Details:

Product/Service: LG Television QLED

Model Number: PO7854Q

Quantity: 8 units

Unit Price: 56,000 /-

Total Price: 4,48,000 /-

Lead Time: 3-4 weeks from order confirmation]

Warranty: 18 month Manufacturing error

Quotation Validity: 60 Days

Payment Terms: 65% advance & 35% before dispatch]

The detailed quotation document is attached in PDF format. If you require further technical specifications, datasheets, or assistance in choosing the right solution, please don't hesitate to reach out.

We appreciate the opportunity and look forward to your confirmation.

Regards,

Priyanka Bhatt

priyankabhatt.bp14503@gmail.com

5. Introduction Email to Client

Subject: Introduction of ProtoConvert Pty. Ltd.

Dear Sir/Ma'am,

I hope this message finds you well.

My name is Priyanka Bhatt, and I represent ProtoConvert Pty. Ltd., where we specialize in Industrial Protocol Converters, Automation Solutions, Fire Alarm Panel Solutions etc. I'm reaching out to introduce myself as your point of contact moving forward and to explore how we can support your upcoming projects or integration requirements.

At ProtoConvert Pty. Ltd., we offer robust protocol gateway solutions including BACnet, Modbus, MQTT, and more. Our solutions are designed to help clients like you achieve seamless interoperability across diverse automation systems.

I've attached a brief company profile for your reference. If you have any current or upcoming requirements, I would be glad to understand them and suggest suitable options.

Please feel free to reach out to me directly at any time. I look forward to working with you and building a productive business relationship.

Regards,
Priyanka Bhatt
priyankabhatt.bp14503@gmail.com

