

# CPS- ASSIGNMENT

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## i) Nature of content:

•) The first letter gives information to the customer about the delivery of his/her delayed shipment. It also explains the reason because of which the shipment got delayed i.e. miscommunication of delivery address.

•) In The second letter, a company (Northern Inc.) is informing its ~~the~~ employee about the increased cost of their healthcare programs and why it would result in a salary cut for the employee.



## 02) TONE:

- ↳ The tone of the first letter is apologetic.
- ↳ The tone of the second letter is sad.

## 03) Structural Composition:

- ↳ In the first letter the distribution manager informs the customer about the expected date of his order's delivery. She further explains the reasons which caused the order to be delayed i.e. (misunderstanding in the delivery address). In the end the ~~then~~ distribution Manager apologizes for the grievance caused due to delay in ~~shipment~~ the delivery of the order.



↳ In the beginning the employer explains about the increasing cost of healthcare over the years. The employer further describes how the current model of health care benefits is not sustainable for the company and why the charges must be increased.

#### 04) +ve/-ve message

↳ The first letter conveys a positive message because it confirms the delivery date of the order.

↳ The second letter feels negative due to forced pay-cut for the continuation of healthcare benefits program.