**S&AS Homework Assignment to all applicants:**

**A customer replied to an email confirming the date and time to schedule an activity.**

**How do you respond, if at all?**

**Dear Sir/Ms/ Ma’am,**

**Thank you for confirming your appointment on Thursday, November 21, 2018 at 12:30PM.**

**Should you need a reschedule due to conflicting activities, please, feel free to send us a mail or call us at 525-525-525.**

**We remain grateful for your business.**

**Warm Regards**

**Deodatus Nchangang**

**An activity is scheduled for Thursday. The customer wants and expects Wednesday and we are unable to accommodate.**

**Compose an email to the customer on how you’d diffuse the situation.**

**Dear Sir/Ms/Ma’am,**

**We really do understand how important you want this done on Wednesday.**

**Unfortunately, Wednesday was fully booked when we received your request.**

**We are going to put you in our priority list. Should we receive a cancellation on Wednesday, we will immediately call you. If not, be assured we can have you any time on Thursday.**

**Again, we regret the inconvenience and remain grateful for your business.**

**Warm Regards**

**Deodatus Nchangang**