

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:

To: Topstech@gmail.com

Subject: Thank you for the Internship Opportunity

Dear Shubham Sir,

I wanted to express my sincere gratitude for the opportunity to intern at Tops Technologies over the past year. I truly appreciated the experience and learned so much from the team. The hands-on projects and real-world applications allowed me to grow both professionally and personally.

Specifically, I enjoyed working on react projects and appreciated the guidance you provided. The team's support and feedback were invaluable, and I'm grateful for the chance to contribute to become a well experienced jr developer.

I'm thankful for the skills and knowledge I gained in web designing, which will undoubtedly benefit my future career. The experience also gave me a deeper understanding of this field, and I'm excited to apply what I've learned.

Once again, thank you for your mentorship and support. I'm grateful for the opportunity to have worked at Tops tech and appreciate the experience.

Best regards,

Inayat Parmar

2. LETTER OF APOLOGY:

Inayat Parmar
123, Sector 45,
Gurgaon, Haryana
122003
inayat@email.com
May 3, 2025

To Shubham sir,
456, Block B,
Jangpura, New Delhi
110014

Sub.: An Apology letter for late submission

Dear Sir,

I want to start by saying how deeply sorry I am for missing the deadline for the web project we were working on. I understand the importance of timely delivery and the impact that my delay has had on your plans and expectations.

I take full responsibility for not meeting the deadline. I should have managed my time more effectively, and I fell short of delivering the project on the agreed-upon date. Please know that I'm committed to completing the project to the highest standard, and I'm working diligently to finalize it as soon as possible.

To prevent similar delays in the future, I'm implementing new project management tools and processes to enhance my time management and communication.

If there's anything I can do to mitigate the effects of the delay or if you'd like to discuss further, please let me know. I'm committed to making it right and ensuring your satisfaction with the final product.

Thank you for your understanding and patience. I appreciate your continued trust and look forward to delivering a high-quality web project that meets your needs.

Best regards,

Inayat

3. REMINDER EMAIL:

To: manav18@gmail.com

Subject: Reminder: Pending Discount on invoice no. 68

Dear Manav,

This is a friendly reminder about the pending discount on invoice no.68 . We previously discussed applying a 10% to my purchase amount, which would result in a Rs. 1,000 reduction.

The discount details are as follows:

Discount code: BNSTKS908

Discount amount: 1,000 Rs.

Expiration date: 06/03/2025

To finalize the discount, please let us know if you need any assistance or confirmation. We're here to help and want to ensure you receive the discount as soon as possible.

If you have any questions or concerns, feel free to reply to this email or contact us at +91 1234567809.

Best regards,

Inayat

4. EMAIL ASKING FOR A STATUS UPDATE:

To: inayat_1@gmail.com

Subject: Update: Pending Discount Status

Dear Inayat,

I wanted to follow up on the pending discount we discussed earlier for your invoice no.68. Our team has reviewed the request, and here's the current status:

Discount application: Approved

Next steps: Application completed

Estimated completion date: 03/03/2025

If there are any further actions required from your end, please let us know as soon as possible. We're committed to resolving this matter efficiently.

If you have any questions or concerns, feel free to reply to this email.

Thank you for your patience and understanding.

Best regards,

Manav

[Managing Director]

[A1 Super Mall]

5. EMAIL OF INQUIRY FOR REQUESTING INFORMATION:

To: Shubham.tops@gmail.com

Subject: Inquiry about Web Project Development

Dear Sir,

I'm reaching out to inquire about developing a web project for [briefly mention the purpose or nature of the project]. I'd like to request more information about your services and how you can help bring my project to life.

Specifically, I'd like to know:

- Your approach to web development and design
- Technologies and platforms you specialize in
- Estimated timeline and milestones for project completion
- Pricing and payment structures
- Any relevant experience or case studies

If possible, could you also share:

- Your design process and how you'll ensure the website meets my requirements
- How you'll handle content management and updates
- What kind of support and maintenance services you offer

I'm looking forward to hearing back from you and discussing how we can work together to create a successful web project.

Best regards,
Inayat