



TO: Ms. Willow Bay
FROM: Joseph Lodato
DATE: 1/19/2025
SUBJ: Editorial Suggestions of Letter

I have reviewed the letter draft you have written for the customer who we are working with to process a refund. I think the letter overall is good, but I have made a few changes to increase the professionalism of the letter. I will explain the main changes below.

1. Greeting

- I believe that you should change “Dear Madam” to the customer’s name. This will make the letter more personalized, opposed to a feeling like a generic ‘cookie cutter’ email that we send out to all out customers.

2. Professionalism and Clarity

- In the second paragraph I removed the bureaucratic line as sometimes overly formal language like that can sound a little dismissive at times.
- I also changed the last sentence in the 3rd paragraph as the way it was worded was a little confusing to follow. So instead, I expanded on the first sentence in that paragraph, making it less wordy.

3. Closing remarks and signature

- In the closing paragraph of your letter, I expanded on the “please respond within 60 days” sentence to make it sound more formal and clear. I also rephrased the closing to show our appreciation for the customers cooperation.

While I believe that you did a great job with the draft, the changes I made are to enhance the professionalism and clarity of the letter. Look over my draft I am sending you and feel free to send it out to the customer.