

Different Types of Correspondence

Prepared By:
Sumayyah Malik



Edit with WPS Office

Inquiry

Inquiries
demand
specificities.

Providing
specific details
saves your
readers' time.



What is wrong with this Correspondence?

Please send us information about the following filter pools:

1. East Lime Pool
2. West Sulphate Pool
3. East Aggregate Pool

Thank you.



The Correct Way

My company, Jackson County Hazardous Waste Disposal, Inc., needs to purchase new waste receptacles. One of our clients used your products in the past and recommended you. Please send us information about the following:

1. Lime Pool—costs, warranties, time of installation, and dimensions
2. Sulphate Pool—costs, material, and levels of acidity
3. Aggregate Pool—costs, flammability, maintenance, and discoloration

We plan to install our pools by March 12. We would appreciate your response by February 20. Thank you.



Edit with WPS Office

Composing your Inquiry

- **Introduction (Subject-Matter)**

Clarify your intent in the introduction.

- **Discussion**

Specify your needs in the discussion

Ask precise questions

- **Conclusion**

Conclude precisely.



Edit with WPS Office



Response



PROVIDING
INFORMATION



DETAILS



OR ANSWERS TO AN
INQUIRY.



Edit with WPS Office

Introducing your Response

Begin with a pleasant reminder of when you spoke.

Then explain why you are writing.

Then, specifically state what topic you are writing about.



Discussing your Response

1

Organize into as many paragraphs as you need.

2

When possible, remember to use bulleted or numbered lists for easier access.

3

Include in this section the details or explanations needed.



Edit with WPS Office

Consider including any of the following:

Times

Types of
activities

Enrollment
periods

Dates

Discounts

Enclosures

Amounts of
people

Costs

Technology
or
equipment



Edit with WPS Office

Concluding your Response


End your response in an upbeat and friendly tone.

You can also include your contact information (e-mail, phone number, address).





How will you write a Response?

- 
- For example, you or your company might need to answer questions about quotes on equipment costs, maintenance fees, delivery options, and technical specifications on makes and models from various vendors.



Edit with WPS Office

Subject: Re: Information Request on Waste Receptacles

Dear Jackson County Hazardous Waste Disposal Team,

Thank you for reaching out to us and considering our products for your company's waste receptacle needs. We are pleased to hear that one of our previous clients recommended us to you.

Below is the information you requested:

Product	Costs	Warranties	Time of Installation	Dimensions	Material	Acidity Levels	Flammability	Maintenance	Discoloration
Lime Pool	\$4,500/unit	5 years	2-3 days per unit	8' x 4' x 3'	N/A	N/A	N/A	N/A	N/A
Sulphate Pool	\$5,200/unit	N/A	N/A	N/A	High-density polyethylene (HDPE)	pH 2 - 12	N/A	N/A	N/A
Aggregate Pool	\$6,000/unit	N/A	N/A	N/A	N/A	N/A	Non-flammable	Annual inspection and cleaning	Resistant to UV and chemical exposure

We understand you are planning to install the pools by March 12, and we will ensure that all preparations are made to meet your timeline. Please feel free to reach out with any additional questions or if you need further clarification. We look forward to your confirmation, and we will finalize everything by February 20 as requested.

Best regards,

Jane Smith

Sales Manager

EcoWaste Solutions, Inc.

Phone: (555) 123-4567

Email: jan smith@ecowastesolutions.com



Edit with WPS Office

Cover/ Transmittal

Tells readers up front what they are receiving

And focuses your readers' attention on key points within the enclosures.



Types of Attachments along with a Cover

Reports

Invoices

Drawings

Maps

Contracts

Specification
s

Instructions

Questionnair
es


Proposals



Edit with WPS Office



Introducing a Cover Email

- 
- Providing a Reference to the previous Correspondence.
 - Information about why you are writing and what you are sending.



Edit with WPS Office

Discussion in a Cover Email



Tell your reader exactly what you have enclosed



Tell them about the value of enclosures.



Provide an itemized list or easily accessible, short paragraphs.



Page numbers are a friendly gesture toward your audience.

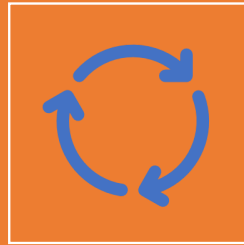


Edit with WPS Office

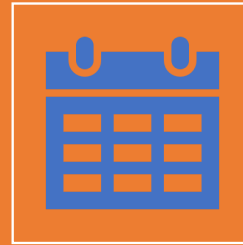
Concluding a Cover Email



Your conclusion should tell your readers what you want to happen next.



When you want this to happen?



Why the date is important



Edit with WPS Office

Subject: Application for Marketing Manager Position – Sarah Johnson

Dear Mr. Williams,

I hope this email finds you well.

I am writing to express my interest in the Marketing Manager position at Bright Horizons, as advertised on LinkedIn. With over five years of experience in digital marketing and a proven track record in driving successful campaigns, I am confident that my skills in strategic planning, team leadership, and data-driven decision-making make me a strong candidate for this role.

In my previous role at Creative Edge Solutions, I successfully led a team to increase our client's digital presence by 40% through innovative marketing strategies and SEO optimization. I believe this experience, along with my ability to analyze market trends and develop creative solutions, aligns well with the needs of Bright Horizons. I am particularly excited about the opportunity to work with your dynamic team and contribute to expanding your brand's reach.

Please find my resume and cover letter attached for your review. I would be thrilled to discuss how my experience and skills can contribute to Bright Horizons' continued success. I am available at your earliest convenience and can be reached via email at sarah.johnson@email.com or by phone at (555) 987-6543.

Thank you for considering my application. I look forward to the opportunity to speak with you.

Best regards,

Sarah Johnson

(555) 987-6543

sarah.johnson@email.com

LinkedIn: [linkedin.com/in/sarahjohnson](https://www.linkedin.com/in/sarahjohnson)



Edit with WPS Office

Complain t

Politely state the problem.

To strengthen your assertions, include supporting details, such as the following: serial numbers, dates of purchase etc.

An itemized listing of defects, or poor service.

End your letter positively.

Include your contact information and the times you can best be reached.



Edit with WPS Office

Subject: Complaint Regarding Faulty Product – Order #123456

Dear Customer Service Team,

I hope this message finds you well. I am writing to express my disappointment with a product I recently purchased from your online store. On September 1, 2024, I ordered a **SmartTech Pro Wireless Headset** (Order #123456), and upon receiving the item, I found that it is not functioning as expected.

Specifically, the left earbud produces no sound, and the Bluetooth connection drops frequently despite being within the recommended range. I followed all troubleshooting steps provided in the user manual, but the issues persist.

I expected a higher quality product given SmartTech's reputation, and I am very disappointed with the performance of this headset. I kindly request either a full refund or a replacement product, as this item is clearly defective. I am attaching my receipt and a video demonstrating the issue for your reference.

Please let me know how you would like to proceed. I would appreciate a prompt resolution and a response within the next 3 business days.

Thank you for your attention to this matter. I look forward to your timely response.

Best regards,

John Doe

(555) 123-4567

john.doe@email.com

Order #123456

Purchased on: September 1, 2024



Edit with WPS Office

Adjustment

Responses to complaints, also called adjustment messages, can take three different forms;

100 percent Yes

100 percent No

Partial Adjustment



Edit with WPS Office

TABLE 2 Differences Among Adjustment Messages

	100 Percent Yes	100 Percent No	Partial Adjustment
Introduction	State the good news.	Begin with a buffer, a comment agreeable to both reader and writer.	State the good news.
Discussion	Explain what happened and what the reader should do and/or what the company plans to do next.	Explain what happened, state the bad news, and provide possible alternatives.	Explain what happened, state the bad news, and provide possible alternatives—what the reader and/or company should do next.
Conclusion	End upbeat and positive.	Resell (provide discounts, coupons, follow-up contact names and numbers, etc.) to maintain good will.	Resell (provide discounts, coupons, etc.) to maintain good will.



100 Percent Yes Email

Subject: Refund Approval – Order #789456

Dear Mr. Smith,

We're happy to inform you that your refund request has been fully approved.

After reviewing the issue you faced with the **SmartHome 360 Camera**, we've confirmed that it was indeed defective. We've already processed a full refund of **\$150**, and you should see the amount reflected in your account within the next 5-7 business days. Additionally, our team is working to ensure that such issues are avoided in the future.

We appreciate your understanding and look forward to serving you again. As a token of our appreciation, we've included a **10% discount coupon** for your next purchase, valid until **December 31, 2024**.

If you have any further questions, please don't hesitate to reach out.

Best regards,

Jane Parker

Customer Support Manager
SmartTech Solutions



Edit with WPS Office

100 Percent No Email

Subject: Response to Refund Request – Order #458723

Dear Ms. Johnson,

Thank you for reaching out, and we appreciate your loyalty to **HomeStyle Furnishings**. We value your business and thank you for bringing this matter to our attention.

Unfortunately, after thoroughly reviewing your case, we are unable to issue a refund at this time. The **Maplewood Coffee Table** was damaged due to improper assembly, which is not covered under our warranty. However, we would like to offer you a replacement unit at a **50% discounted price of \$125**, which we believe may help resolve your concerns.

We value your business and would like to maintain a positive relationship with you. Please feel free to contact us if you'd like to proceed with the discounted offer, and let us know if you have any further questions.

Best regards,
Michael Adams
Customer Service Lead
HomeStyle Furnishings



Edit with WPS Office

Partial Adjustment Email

Subject: Partial Refund Offer – Order #965423

Dear Mr. Green,

We are pleased to inform you that we can offer a partial refund for your purchase of the **UltraClean Vacuum Model X2**.

After reviewing your request, we found that while the product was delivered **three days later than expected**, it still meets the quality standards outlined in our policies. Therefore, we are unable to issue a full refund. However, as a gesture of goodwill, we are happy to offer you a **50% refund of \$75**, along with a **15% discount on your next order**.

Thank you for your understanding, and we hope this solution addresses your concerns. We look forward to serving you again in the future.

Best regards,
Sarah Thompson
Customer Relations Manager
CleanHome Appliances



Edit with WPS Office

Confirmation

- In business, correspondence represents an official contract.
- A confirmation letter, memo, or e-mail must be written to verify the details of the agreement.



Edit with WPS Office

Composing a Confirmation Correspondence



Reminder about the purpose of Correspondence



Details about Agreement



Use highlighting techniques to make the content accessible



Concluding by informing the reader about the next steps



Requesting about signatures, payments etc.



Edit with WPS Office

Subject: Order Confirmation – Order #112233

Dear Mr. Harrison,

Thank you for your recent purchase from **Elite Tech Solutions**! We're pleased to confirm that your order (**#112233**) has been successfully received and is being processed.

Order Details:

Product Name: UltraSound Noise Cancelling Headphones

Quantity: 1

Price: \$199.99

Estimated Delivery Date: September 18, 2024

You will receive a notification once your order has been shipped. In the meantime, you can track the status of your order using the following link: [Track Order](#).

If you have any questions or need further assistance, please don't hesitate to reach out to our customer support team at **support@elitetechsolutions.com**.

Thank you for choosing Elite Tech Solutions! We hope you enjoy your purchase.

Best regards,

Anna Davis

Customer Support

Elite Tech Solutions

Phone: (555) 987-6543



Edit with WPS Office

Instant Messages- Challenges

Security
Issues

Lost
Productivit
y

Employee
Abuse

Distraction

Netiquette

Spim



Edit with WPS Office

Techniques for Successful Instant Messages

1

Choose the
Correct
Communication
Channel

2

Summarize
Decisions

3

Tune in, Turn off

4

Limit Personal
Use

5

Never use IM for
Confidential
Communication



Edit with WPS Office

Instant Message

Hi team! Just a quick update on today's meeting:

We've decided to move forward with the marketing campaign launch on **October 1st**.

Sarah will prepare the initial drafts by **next Monday**.

We'll meet again on **Wednesday at 2 PM** to finalize the strategy.

Let me know if anyone has questions or needs clarification!

Thanks,
John



Edit with WPS Office



Class Task

- Complete the Email Writing Game Challenge.
- Post a Screenshot in your GCR upon completion.
- The link is in GCR.



Edit with WPS Office