**MỘT SỐ BÀI EMAIL MẪU**

1. **Emails of invitation (thư mời)**

Dear Mr. Smith,  
My name is Sue Jenkins and I am writing on behalf of Reef Technologies plc.

We are pleased to announce that we are sponsoring a series of presentations on the future of renewable energy. The presentations are going to be performed by world-renowned experts in the field (for example Dr Josh Bartlett from MIT and Mrs Jennifer Woods from Clean Future inc.) and will consider future advances in the technology of renewable technology.

Due to your company having worked with Reef Technologies plc in the past, we would like to invite you to the event. The event will be held at the Randalls Conference Centre in Leeds between 3pm and 8pm on the 12 April 2013. If you require directions to the venue, please let me know.

If you would like to attend, please confirm your attendance by replying to this email by the 18 March 2013.

If you have any questions about the event, please don't hesitate to contact me by email (on sjenkins@reeftech.com) or by mobile/cell (on 07867 7433123).

I look forward to receiving your reply.

Yours faithfully,  
Sue Jenkins

PR Manager

Reef Technologies plc

**2 - Can't attend the meeting (thông báo không tham dự được cuộc họp)**

Dear Miss. Garland,

With reference to the upcoming review meeting on Thursday the 13 November, I am afraid that due to personal reasons, I will not be able to attend.

Would you object if we postponed the meeting to next week? If this is appropriate, what day would be convenient for you?

If you have any questions, please do not hesitate to contact me on my mobile, 1902341892.

Allow me to apologise for any inconvenience this may cause.

I look forward to hearing from you.

Yours sincerely,  
D Mitchell

**3. Emails of thanks (thư cảm ơn)**

Dear all,

I would just like to make you aware that our company has won the contract to supply photocopiers to the American government for the next 3 years.

I would like to thank you all for the hard work you have done over the last four months. The winning of this contract is a recognition of all your hard work and dedication that you have made over the years to make our company great. This wouldn't have been possible without you.

Thank you,  
Ron Lowe

CEO  
Runners Ink inc.

**4. Formal email of complaint (thư phàn nàn)**

Dear Mrs Boswell,  
I wish to draw your attention to an issue we have with a recent order from yourselves (ref no. 34ED12QP). Not only was the delivery four days later than agreed, but when we tried to use the components, we found that 40% of them were damaged and basically useless.

As is normal, I spoke to your Customer Service Manager, Peter Taylor on this matter. I expected that you would replace the damaged components, but this has not been the case. When I last spoke to Peter, last week, he informed me that the components were undamaged when delivered to us and that it was our fault. To make matters worse, he has still not replied to an email I sent to him on Monday. Not very professional customer service.

As you are aware, we have been a customer of your company for over 5 years. The damaged components are severely impacting our production at the moment. We have orders which we can not send because of this problem with the components.

Although, I appreciate that you are all very busy. I believe that I am entitled toan explanation why Peter Taylor has not answered my email, and is refusing to replace the components.

Unless this issue is resolved promptly, then unfortunately, we will be forced to take further action.

I expect an email from yourself by 5pm today at the latest, to inform me how you are going to resolve this issue.

Yours sincerely,  
Craig Smith

EGO Production Director

**5. Formal email of request (thư yêu cầu)**

Dear Mr Mitchell,  
I am writing in reference to the current situation with the Skipton Airport Project. We have a number of questions which we hope you could answer.

First of all, could you please provide us with an update on where you are on the Skipton Airport Project. We would also appreciate it if you could clarify what the current issues with the delivery system are, and confirm when you expect them to be resolved.

In addition, at the end of our last meeting we requested a copy of the latest project update report. Unfortunately, we have still not received it. We would appreciate it if you could forward this to us.

Could you also please confirm whether the post-installation support covers the equipment 24 hours a day? And what is actually included in the support? In particular, we would like to have confirmation if the cost of parts and labour are included in the package? We require this information as soon as possible.

And lastly, we are considering extending the period of the post-installation support from your company from 6 months to 12 months. We would be very grateful if you could provide us with a quote for this extension.

I would really appreciate it if you could deal with these matters urgently.

I look forward to hearing from you.

Yours sincerely,  
Ian McAdam

Development Manager

**5. Informal email of request (thư yêu cầu - thân mật)**

Hi Dave,  
I hope that everything is OK over there. I just have a few questions about the Skipton Airport Project.

First, can you give me an update on where you are on the project? I'd also appreciate if you could explain what the current issues with the delivery system are? And confirm when you expect them to be resolved.

Also, at the end of our last meeting I asked for a copy of the latest Project Report. I still haven't received one. Can you forward it to me?

Can you also confirm if the post-installation support covers the equipment 24 hours a day? And what is actually included in the support? We'd especially like to know if the cost of parts and labour are included in the package? We need this information as soon as possible.

And lastly, we're thinking about extending the period of the post-installation support from your company from 6 months to 12 months. Can you give us a quote for this extension?

Please get back to me with the information as soon as possible.

Thanks,  
Ian McAdam

Development Manager

**6. Formal email of apology (thư xin lỗi)**

Dear Mr Smith,  
Further to your email of the 17th December 2009 regarding your order (ref no. 34ED12QP). First of all, please allow me to apologise for Peter Taylor not responding to your email. I can confirm that Peter has been on sick leave for the whole of this week. And although this explains the issue, it does not justify it.

It transpires that there was a miscommunication in his department and the person who should have been taking care of this issue, did not. I have already taken all the necessary measures to ensure that this does not happen again in the future.Thank you for bringing this matter to my attention.

With regards to the issues about your order, I have taken personal charge of them. First of all, let me apologise for the late delivery. We should have made you aware about the delay at the time.

Regarding the damaged components, I can confirm the following:

It is normal policy here that we do not accept liability for problems with components if we are not notified within 7 working days of delivery. And due to the fact that you did not notify us until after 15 working days of the delivery, the Customer Service Department followed procedure.

But as we view you as a valuable customer, and we have worked together for over five years, rest assured that I will sort out this issue as a matter of urgency. I have already spoken to the Production Director here and he will confirm tomorrow when we can send the replacement components to you. I will update you about the situation with the components by the end of tomorrow at the latest.

Could you please confirm if this is adequate?

I do hope that this situation has not damaged your confidence in working with us.

Once again, please accept our apologises for any inconvenience caused.

If you have any questions, do not hesitate to contact me on mobile 07995 348236.

Yours sincerely,  
Mrs Sally Boswell

Rugger Sales Director