

Template of all Emails Sent to Clients

How to proceed

- Use correct grammar, punctuation and email structure listed below.
- Split questions by a paragraph gap every 3 question.
- Remain polite throughout no matter the actions of the client.
- Polite yet firm when encountering aggressive clients.
- Report all hostile client responses to team leader.
- Team leader may refuse service to hostile clients if situation is not defused.
- Sign every email with your own name as well as the team name below that.

Example Email Template

Dear [Client Name],

We would like to ask some questions about a few points discussed in our recent meeting.

The questions discussed were as follows:

[Question 1]

[Question 2]

[Question 3]

[Question 4]

[Question 5]

[Question 6]

[Question 7]

[Question 8]

[Question 9]

Etc...

Thank you for your time and we gladly await your response.

[Closing Remark (e.g. Sincerely)],

[Digital signature if you have one]

[Full name (typed)]

[Position and Company]

[Phone Number]

[Email Address]