**Assignment - 01**

**You have to start working on an assignment/case study/project. But you have not understood everything. You need some more clarifications. How will you write to the facilitator/manager/client?**

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1. First of all I have to request to client that sir/mam if you give more clarification then definitely I have to work in your project more efficiently and then it will be helpful for us and you also .
2. Second of all I have to take help with my co-partner then they will help me .

**You were not able to meet your deadline/deliverable of your assignment or case study. Facilitator/Manager/Client is very upset about it and has written you an angry mail. How will you respond?**

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1. First of all at first I want to try to calm my client and told positive things for understand him or them.
2. Second of all if this process still not working then we will think different way to happy our client.

**You have done a great job on the case study/assignment/project. Facilitator/Manager/Client is very happy and has written an appreciation mail to the entire team, senior management. How will you respond?**

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I will write “Thank You sir/mam, I really happy for your appreciation. Me and our team will give more better service than today that’s why it will be given more better result”.

**You have come back after a leave and want to communicate this to the trainer/reporting manager/client.**

**=** First of all you should write a mail

Dear Sir/Mam,

I am extremely sorry for taking my leave. Now I have come back after a leave and I want to come back to my work for enhance my performance and knowledge. That’s of all. Thank you.