Stacy Helgoe works as a service technician for EEE Electronci service 11201 Blanco,Santa Fe, NM 88004, main phone # 601-555-6000. Yesterday sh went to visit Mr. Glenn Zen, IT Manager, at Schoss-Mcgraw Associates, 1628 W. 18th Street, Taos NM 88003, to service their computer systems. Afterwards, she billed Harod Mgraw (principal at Schoss-McGraw Associates) $75 for her time, but she did not bill him for parts since the machinery was supposedly under warranty.

However, when she returned to EEE, Stacy’s manager, Marilyn Hoover, informed Stacy that the achinery was not under warranty and the Schoss-McGraw would have to be billed an additional $45.87 for parts. Schoss-McGraw is an excellent client, so Marilyn wants Stacy to be especially tactful in requesting the additional money.

* Based upon the scenario, write stacy’s bad-news letter.
* Format your letter according to the purpose and the audience.
* Maximum length – one typed page.
* Don’t change the scenario, don’t add information to the scenario.