Request Refusal: Analyze the following poorly written letter. List its weaknesses

and then outline an appropriate writing plan to revise the message.

Current date : 25 march 2021

Mr. Muhammad Ali

Chief Operation Manager

XYZ Company

Karachi.

Subject: refusal Request to attend the conference

Dear Mr. Ali,

This is to let you know that attending the conference in October is out of the

question. Perhaps you didn’t remember that budget planning meetings are

scheduled for that month.

We really need your expertise to help keep the updating of our

telecommunications network on schedule. Without you, the entire system-

which is already shaky- might fall apart. I am really sorry to have to refuse

your request to attend the conference. I know this is small thanks for the

fine work you have done for us. Please accept our humble apologies.

In the spring, I am sure your work schedule will be lighter, and we can

release you to attend a conference at that time.

Cordially,

**YOUR TASK.**

1. List at least three weaknesses in this letter.

● Subject is not highlighted.

● Inappropriate way to start a letter.

● Not given a correct ending.

2. Outline a writing plan for a request refusal:

Buffer: we would like to acknowledge your uncountable hardwork and

servings in our organization and in team works.

Reasons: we are sorry but we are currently unable to accept your leave

application.

Bad news: your leave can not be accepted right now.

Closing: however we would surely compensate you a leave in upcoming

time when possible. Hope you understand.

**2. List at least three weaknesses in this letter.**

* The letter is starting with the bad news directly rather than using any buffer statement before providing the bad news.
* Negative words regret and you didn’t know are being used.
* Overemphasizing the refusal and apology
* Saying negative things about the company.
* Making a promise that might be difficult to fulfill.

1. Outline a writing plan for a request refusal:

**Buffer:** Including sincere appreciation.

The entire management and I are pleased with the exceptional performance you have provided to keep our telecommunications schedule up to date.

**Reasons:** Explaining why refusal is necessary.

The last two weeks of October have been set aside for budget planning. As you know that we are starting our telecommunicating projects from scratch.

**Bad news:** Implies refusal.

Because you are a specialist and we rely heavily on your expertise, we will be needing you for these budget planning sessions.

**Closing:** Containing realistic alternatives.

If you are able to attend any similar conference in December and if our working schedule permits, we will try to send you then. You are our valuable team member and we are grateful for the quality work you provide to the entire information system team.