Using a Conversational Style Instructions: Rewrite Sentences 1-11 in conversational style.

1. I hereby acknowledge receipt of your July 7 letter.

Thank you for your July 7 letter.

2. Anticipating your reply by return mail, I remain

I’ll appreciate an early reply.

3. Attached please find receipt requested in your May 1st inquiry.

Attached is the receipt you requested May 1.

4. You are hereby advised to endorse the enclosed proposal and return same to the undersigned

Please endorse the proposal and return it.

5. This is to advise that henceforth all invoices will be submitted in duplicate.

From now on, please submit all invoices in duplicate.

6. Kindly be advised that permission is hereby granted to delay remittance until the 12th.

You now have until the 12th to pay.

7. Replying to your letter of the 3rd, we deem it a great pleasure to accept your kind offer to serve on the committee.

I’d be happy to serve on the committee.

8. Please be advised that, with regard to above invoice, this office finds that partial payment of $312 was submitted on delivery date.

Our records show that we paid $312 on this invoice on the delivery date.

9. I am submitting under separate cover the report you requested.

I am sending the report you requested separately.

10. In reply to your letter of May 10, please be informed that this office heretofore has generously supported funding activities of your organization

we have donated over $400 to the funding activities you mentioned in your May 10 letter

11. Kindly advise the undersigned as to your availability for participation in the program.

Please tell me when you can participate in the program

New version:

Q.please be so kind as to reply at your earliest possible convenience

Please reply at your earliest convenience

Using the You-Viewpoint Instructions: Sentences 12-26. Rewrite the following using you-viewpoint.

You may need to add additional material.

12. Company policy requires that you submit the warranty agreement within two weeks of sale.

To be covered by the warranty, you will need to submit the signed agreement to us within two weeks after the sale.

13. We will be pleased to deliver your order by the 12th.

You will receive the goods you ordered by the 12th

14. We have worked for 37 years to build the best lawnmowers for our customers.

Our 37 years of experience have enabled us to offer you the best possible lawnmower at the lowest possible price.

15. Today we are shipping the goods you ordered February 3.

You should receive the goods you ordered on February 3 within three business days.

16. (From an application letter) I have seven years of successful experience selling office supplies.

My seven years of selling office equipment will help me sell for you.

17. (From an email to employees) We take pleasure in announcing that, effective today, the company will give a 20 percent discount on all purchases made by employees.

Effective today you will receive a 20 percent discount on all purchases you make from us.

18. We are happy to report approval of your application for membership.

You have been approved for membership.

19. Items desired should be checked on the enclosed order form.

Please check the items you want on the enclosed order form

20. Our long experience in the book business has enabled us to provide the best customer service possible.

Our long experience assures you of getting the best service possible.

21. So that we can sell at discount prices, we cannot permit returns of sale merchandise.

So that you may enjoy discount prices, all purchases at sales prices must be final.

22. We invite you to buy from the enclosed catalog.

You will find many good buys in the enclosed catalog.

23. Tony’s Red Beans have an exciting, spicy taste.

You will enjoy the exciting, spicy flavor of Tony’s Red Beans.

24. We give a 2 percent discount when payment is made within 10 days.

You receive a 2 percent discount by paying within 10 days.

25. I am pleased to inform you that I can grant your request for payment of travel expenses.

Your request for travel expenses is approved

26. We cannot permit you to attend classes on company time unless the course is related to your work assignment.

You may attend classes on company time to take a course related to your work.

Accenting the Positive Instructions: Sentences 27-41. Underscore all negative words in these sentences. Then rewrite the sentences for a positive effect. Use your imagination to envision the situation for each. 27. Your misunderstanding of our January 7 email caused you to make this mistake .

As our January 7 email stated, “. . . “ (here you would quote the key parts).

28. We hope this delay has not inconvenienced you. If you will be patient , we will get this order to you as soon as our supply is replenished.

You will receive the goods you ordered as soon as our supply is replenished.

29. We regret that we must call your attention to our policy of prohibiting refunds for merchandise bought at discount.

All discount sales must be final

30. Your negligence in this matter caused the damage to the equipment.

Exposure to intense sunlight caused the material to harden.

31. You cannot visit the plant except on Saturdays.

You may visit the plant only on Saturdays.

32. We are disappointed to learn from your July 7 email that you are having trouble with our Model 7 motor.

We appreciate your bringing your experience with the Model 7 motor to our attention.

33. Tuff-Boy work clothing is not made from cloth that shrinks or fades .

Tuff-Boy work clothing is made from shrink-proof, fade-proof material.

34. Our Stone-skin material won’t do the job unless it is reinforced.

Our Stone-skin material will do the job if it is reinforced.

35. Even though you were late in paying the bill, we did not disallow the discount.

For the month of May, we have allowed the discount even though payment was received after the 10th.

36. We were sorry to learn of the disappointing service you have had from our sales force, but we feel we have corrected all mistakes with recent personnel changes.

Changes in our sales force will ensure that you enjoy the quality service you have come to expect from us.

37. We have received your complaint of the 7th in which you claim that our product was defective and have thoroughly investigated the matter.

As you requested in your December 7 letter, we have thoroughly investigated the performance of your Samsung Copier.

38. I regret the necessity of calling your attention to our letter of May 1.

Please refer to our letter of May 1.

39. We have received your undated letter which you sent to the wrong office.

Your recent letter has been forwarded to us.

40. I regret to have to say that I will be unable to speak at your conference, as I have a prior commitment.

Because I have a prior commitment on the date of your conference, may I suggest that you invite Ms. Clara Shattle to speak?

41. Do not walk on the grass.

Please walk on the sidewalk