



UNIVERSITI TEKNOLOGI MARA

COURSE: ENGLISH FOR PROFESSIONAL CORRESPONDENCE COURSE

CODE: LCC501

ASSESSMENT 3: FINALPROJECT

TIME: 3 WEEKS (WEEKS 13- 15)

DEADLINE: 25 JANUARY 2026

STUDENTS' NAME:

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CLASS: IMLCC501-2

LECTURER'S NAME: MADAM MUNIRAH BINTI ASARY

Part A: Writing a review

Part B: Rewriting the correspondence

MARKS:

PART A: /15

PART B: /25

ASSESSMENT 3: PROJECT

SAMPLE OF POORLY WRITTEN CORRESPONDENCE

SAMPLE 1

To: dreambulding@zmail.com

Subject: Inquiry About Furniture

Hi,

Format: Salutation

I'm writing to ask about the furniture your company sells. I'm planning to buy several items for my restaurant, including chairs, tables, and possibly other furniture, but I'm not sure where to start. I saw some products on your website, but I need more details. i want strong furniture that's easy to clean but idk which is good. Can you send me a catalog or a list of products with prices? i need to know how much everything cost and maybe pics too. i don't really know what to pick yet.

Language: Forms & Function

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I would also like to know how long it take to deliver the furniture once I place an order. Additionally, is there any discount if I purchase multiple items? I am particularly interested in products that are durable and easy to maintain, but I am unsure which ones are best suited for my needs. If you have any recommendations on which products are best suited for such an environment, I would be grateful. I don't want to wait too long cause i need it fast. Please reply as soon as possible, as I'd like to make a decision quickly. I look forward to your response and hope to get this sorted out soon.

Format: CR

Format: CR

Thanks,

Format: SO

Batrisyia Hanani

Cili Hijau Restaurant

Review of Poorly Written Correspondence

Language

1. Tone Used in the Correspondence

- **Issue:** Informal and casual tone throughout (e.g., “idk which is good”, “i need it fast”).
- **Improvement:** Use a professional tone like “I would appreciate your recommendation” or “I am looking for durable options.”

2. Errors in Language Forms and Functions

- **Subject-Verb Agreement:**
 - “how long it take” → should be “how long it takes”
 - “how much everything cost” → should be “how much everything costs”
- **Spelling and Grammar:**
 - “idk” → informal abbreviation; replace with “I don’t know”
 - “pics” → replace with “pictures”
 - Lowercase “i” → should be capitalized
- **Word Choice:**
 - “i need it fast” → revise to “I require prompt delivery”
 - “idk which is good” → revise to “I am unsure which products are suitable”

3. Building Goodwill and Rapport

- **Issue:** No appreciation or acknowledgment of the company’s service.
- **Improvement:** Add phrases like “Thank you for your assistance” or “I trust your expertise.”

Content

1. Missing Details

- No mention of:
 - Specific furniture models or styles
 - Quantity needed
 - Budget range
 - Delivery location
- **Improvement:** Include details like “I am looking for 10 chairs and 5 tables suitable for outdoor use.”

2. Repetition

- Repeated phrases like “I don’t know what to pick” and “I need it fast” reduce clarity.
- **Improvement:** Consolidate requests and be concise.

Format

1. Subject Line

- **Issue:** Vague and generic.
- **Improvement:** Use “Furniture Inquiry for Restaurant Purchase”

2. Salutation

- **Issue:** “Hi” is too informal.
- **Improvement:** Use “Dear Sales Team” or “Dear Sir/Madam”

3. Opening Remarks

- **Issue:** Abrupt start.
- **Improvement:** Add “I hope this message finds you well.”

4. Closing Remarks

- **Issue:** Lacks courtesy.
- **Improvement:** Use “Thank you for your time and assistance.”

5. Signature

- **Issue:** Missing contact number.
- **Improvement:** Add phone number or email for follow-up.

6. Technical Aspects

- **Punctuation:** Missing commas and inconsistent sentence structure.
- **Spacing:** Paragraphs are not clearly separated.

Sample Review

Batrisyia Hanani's email inquiring about furniture for her restaurant is unprofessional in tone, clarity, and structure. The subject line is imprecise and might be more explicit, such as "Furniture Inquiry for Restaurant Purchase." The tone is informal, including statements like "idk which is good" and "i need it fast," which are not suited for corporate communication. Language blunders include subject-verb agreement issues ("how long it take" should be "how long it takes"), informal abbreviations ("pics" instead of "pictures"), and lowercase "i" instead of "I." These errors undermine the message's credibility.

The email lacks important facts such as the amount of furniture required, budget, and delivery location. To improve clarity, repetitive phrases such as "I don't know what to pick" and "I need it fast" should be condensed. Format difficulties include a casual salutation ("Hi"), abrupt opening and ending, and a lack of contact information. Inconsistent punctuation and improper paragraph space are examples of technical defects that hinder readability. Overall, the email need major modification to match professional standards and ensure a useful response from the organization.

Sample Revised Email

To: dreambuilding@zmail.com

Subject: Furniture Inquiry for Restaurant Purchase

Dear Sales Team,

I hope this message finds you well. I am writing to inquire about the furniture available at your company for my restaurant, Cili Hijau. I am planning to purchase several items including chairs, tables, and other suitable pieces. I am particularly interested in products that are durable, easy to clean, and suitable for a high-traffic environment.

Could you kindly provide a catalogue or product list with prices and pictures? I would appreciate recommendations on items best suited for restaurant use. Additionally, I would like to know the estimated delivery time once an order is placed, and whether any discounts are available for bulk purchases.

At this stage, I am still deciding which items to select, so any guidance would be helpful. I aim to make a decision soon and would appreciate a prompt response.

Thank you for your assistance. I look forward to hearing from you.

Best regards,

Batrisyia Hanani

Cili Hijau Restaurant

012-3456789