**Samples of Emails**

1. **Enquiry and Reply**

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| Date : 12 August 2021  To : Ward Cutlery Ltd <wardcutlery@gmail.com>  From : Sandra Koh <koh\_wessex@gmail.com>  Subject : ENQUIRY ABOUT CUTLERY SET  Dear Sir / Madam  **ENQUIRY ABOUT CUTLERY SET**  A colleague visited England recently and passed on your catalogue to me.  We are very interested in purchasing new cutlery for our chain hotels in South East Asia. Please send us your catalogue and price list and let us know details of any discount you can offer. Information about other things would also be appreciated.  Thank you for your assistance. I look forward to hearing from you soon.  Yours faithfully  SANDRA KOH (Ms)  Food and Beverage Manager  Wessex Hotel Group  #21-10 Raffles Tower  Wessex Road  Singapore  Tel: +65-2342344 | Fill in the email information as required  Salutation  Subject  Close  Complementary close |
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| Date : 14 August 2021  To : Sandra Koh <koh\_wessex@gmail.com>  From : Ward Cutlery Ltd <wardcutlery@gmail.com>  Subject : REPLY TO ENQUIRY ABOUT CUTLERY SET  Dear Miss Koh  **REPLY TO ENQUIRY ABOUT CUTLERY SET**  Thank you for your email of 12 August 2021 asking for details of our cutlery. I have pleasure in attaching our current catalogue which also contains all information and an order form.  On order of £500 or more, we offer a 20% discount. Packages of cutlery are usually sent by air flight within 2 weeks of receipts of order.  I hope you found our terms agreeable but if you have any queries, please do not hesitate to contact me.  Thank you for your consideration.  Yours sincerely  WILLIAM BEAULAH (Mr)  Manager  Ward Cutlery Ltd  Richmond Street  Sheffield  United Kingdom  S20 2BJ  Tel: +44114245145 | Fill in the email information as required  Salutation  Subject  Close  Complementary close |

1. **Complaint and Adjustment**

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| Date : 14 September 2021  To : Edward Lim <edwardlim@gmail.com>  From : Sharina Samad <sharinas@gmail.com>  Subject : DOUBLE STOREY TERRACE HOUSE AT TAMAN MAJU JAYA 1  Dear Mr Lim  **DOUBLE STOREY TERRACE HOUSE AT TAMAN MAJU JAYA 1**  I signed the contract for the property in June 2020. At that time, you estimated that the work would be completed, and the house will be ready for occupation in nine months’ time. That was a year ago and the work is still half finished.  The delay is causing a great deal of inconvenience not only to me but also to the buyer of my present house. Obviously, I cannot move out because the house at Taman Maju Jaya 1 is still under construction.  I hope you can proceed with this work without any further delay. Please let me know when you expect it to be completed. Thank you for your co-operation.  Yours sincerely  SHARINA SAMAD (Mrs)  Lot 1119 Jln Bakar Batu  82000 Skudai  Johor  Tel: 014-8888446 | Fill in the email information as required  Salutation  Subject  Close  Complementary close |
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| Date : 16 September 2021  To : Sharina Samad <sharinas@gmail.com>  From : Edward Lim <edwardlim@gmail.com>  Subject : REPLY TO DOUBLE STOREY TERRACE HOUSE AT TAMAN MAJU JAYA 1  Dear Mrs Sharina  **REPLY TO DOUBLE STOREY TERRACE HOUSE AT TAMAN MAJU JAYA 1**  Thank you for your e-mail dated 14 September 2021. I am sorry that the estimated period for completion of your house has already exceeded. I realise how much inconvenience this delay must be causing you.  I would, however, ask you to remember that we have had an exceptionally severe rainy season. This made work on the site extremely difficult during several period of heavy rain. Secondly, there was a nationwide shortage of building material later last year, from which the trade is only now recovering. Had it not been for these unforeseen difficulties, the estimated completion period would have been met.  Fortunately, the weather has improved a lot in recent weeks and as such work on your house is now proceeding smoothly. Unless there are any other unforeseen delays, I can safely guarantee that the house will be ready for you by the end of August.  Please do not hesitate to contact me if you have any further questions. Thank you for your co-operation.  Yours sincerely  EDWARD LIM (Mr)  Manager  L&Y Ptd Ltd  21 Lodge Lane  81500 Pekan Nanas  Johor  Tel: 07-6651717 | Fill in the email information as required  Salutation  Subject  Close  Complementary close |

**Examples of Positive and Negative Email Message**

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| **Positive** | **Negative** |
| In response to your question about how many coats of Chem-Treat are needed to cover new surfaces: One gallon is usually enough for one-coat coverage of 500 square feet of previously painted surface. For the best results on new surfaces, you will want to apply two coats. | In response to your question about how many coats of Chem-Treat are needed to cover new surfaces: I regret to report that usually two are required. For such surfaces you should figure about 200 square feet per gallon for a good heavy coating that will give you five years or more of beautiful protection. |
| Penquot sheets are woven 186 threads to the square inch for durability and, even after 3-inch hems, measure a generous 72 by 108 inches. | Penquot sheets are not the skimpy, loosely woven sheets ordinarily found in this price class. |
| To keep down packaging costs and to help customers save on shipping costs, we ship in lots of 12 or more. | We cannot ship in lots of less than 12. |