**WORKPLACE ETIQUETTE (EMAIL)**

**Exercise 1**

*Read the following letter of complaint from a commercial customer to a supplier regarding problems with a delivery of components.From the context, try to guess what the meaning of the words/phrases in* ***bold*** *are.*

Dear Mrs Boswell,

**I wish to draw your attention to** an issue we have with a recent order from yourselves (ref no. 34ED12QP). **Not only** was the delivery four days later than agreed, but when we tried to use the components, we found that 40% of them were damaged and basically useless.

As is normal, I spoke to your customer service manager, Peter Taylor on this matter. I expected that you would replace the damaged components, **but this has not been the case**. When I last spoke to Peter, last week, he informed me that the components were undamaged when delivered to us and that it was our fault. **To make matters worse**, he has still not replied to an email I sent to him on Monday. Not very professional customer service.

As you are aware, we have been a customer of your company for over 5 years. The damaged components are **severely impacting** our production at the moment. We have orders which we cannot send because of this problem with the components.

**Although, I appreciate that** you are all very busy. I believe that **I am entitled to** an explanation why Peter Taylor has not answered my email and is refusing to replace the components. **Unless this issue is resolved promptly**, then unfortunately, **we will be forced to take further action**. I expect an email from yourself by 5pm today **at the latest**, to inform me how you are going to resolve this issue.

Yours sincerely,

Craig Smith

EGO Production Director

*Taken from* [*http://www.blairenglish.com/exercises/emails/exercises/email\_complaint/email\_complaint.html*](http://www.blairenglish.com/exercises/emails/exercises/email_complaint/email_complaint.html)

**Exercise 2**

*Read and complete the following letter of apology from a supplier to a commercial customer regarding problems with a delivery of components using appropriate words and phrases.*

Dear Mr Smith,

Further to your email of the 17th December 2009 regarding your order (ref no. 34ED12QP). First of all, (1)**\_\_\_\_\_\_\_** allow me to (2)\_\_\_\_\_\_ for Peter Taylor not responding to your email. I can (3)\_\_\_\_\_\_ that Peter has been on sick leave for the whole of this week. And although this (4)\_\_\_\_\_\_ the issue, it does not justify it.

It transpires that there was a miscommunication in his department and the person who should have been taking care of this issue, did not. I have already taken all the necessary measures to ensure that this does not happen again in (5)\_\_\_\_\_\_\_\_\_\_\_\_. Thank you for bringing this matter to(6)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

(7)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to the issues about your order, I have taken personal charge of them. First of all, let me apologise for the late delivery. We should have made you aware about the delay at the time.

Regarding the damaged components, I can confirm the following:

It is normal policy here that we do not accept liability for problems with components if we are not notified within 7 working days after delivery. And due to the fact that you did not notify us until after 15 working days of the delivery, the Customer Service Department followed procedure.

But as we view you as a (8)\_\_\_\_\_\_ customer, and we have worked together for over five years, rest assured that I will (9)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ this issue as a matter of urgency. I have already spoken to the Production Director here and he will confirm tomorrow when we can send the replacement components to you. I will (10)\_\_\_\_\_\_ you about the situation with the components by the end of tomorrow at the latest.

(11)\_\_\_\_\_\_ you please confirm if this is adequate? I do (12)\_\_\_\_\_\_ that this situation has not damaged your (13)\_\_\_\_\_\_ in working with us. Once again, please accept (14)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for any inconvenience caused. If you have any questions, do not (15) \_\_\_\_\_\_ to contact me by mobile on 07995 348236.

Yours sincerely,

Mrs Sally Boswell

Rugger Sales Director

*Taken from http://www.blairenglish.com/exercises/emails/exercises/email\_apology/email\_apology.html*