



**FACULTY OF INFORMATION MANAGEMENT
UNIVERSITY TECHNOLOGY MARA (UiTM) CAMPUS MACHANG KELANTAN**

BACHELOR OF INFORMATION SCIENCE (HONS) INFORMATION SYSTEMS

MANAGEMENT (CDIM262)

ENGLISH FOR PROFESSIONAL CORRESPONDENCE (LCC501)

PAIRING ASSIGNMENT:

PROJECT POORLY WRITTEN BUSINESS CORRESPONDENCE

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CLASS: D1CDIM2624C

SUBMISSION DATE:

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POORLY WRITTEN BUSINESS CORRESPONDENCE (40%)

Subject: urgent!!

dear sir/madam,

hope this email finds u well. i'm writing 2 u regarding the proposal we discussed last week during our meeting. as u know, its very important for our company's growth in the malaysian market. firstly, i wanted to know if u had a chance to look at the documents i sent? its been a few days already and we really need to move forward ASAP!!! our deadline is approaching fast and we cant afford any delays. 🤔secondly, i was wondering if we could schedule another meeting to discuss the financials. maybe next week? im free on monday or wednesday, but tuesday is no good coz i have a dentist appointment. let me know what works for u. also, btw, i heard ur company is expanding to singapore. thats awesome! maybe we can collaborate there too? 🤔 anyway, pls get back to me as soon as possible regarding the proposal and the meeting. its super urgent!!! if u need any more info, just give me a call or whatsapp me anytime.

thanks in advance for ur help. looking forward to hearing from u soon.

best regards,
ahmad

PART A (15 MARKS)

Write a paragraph of 200-250 words describing the mistakes discovered in the email. The description should highlight the correct values and attitudes of a good business correspondence.

The language is not appropriate because the use of informal tone while the subject is in serious tone. The email have several grammar and punctuation errors. For instance, missing commas, incorrect capitalization, exclamation mark and an emoji. For example, phrases like “we really need to move forward ASAP!!!”. The email could be improved in formal tone, polite ways and professional language. There is no building goodwill and rapport because the way he talks is not welcoming. The information in the email is not given in a clear structure and effective way to understand. For example, “im free on monday or wednesday, but tuesday is no good” this sentence will make the recipient confused.

The content that is delivered is not presented accurately and the important message is not included in an appropriate way. The information is not relevant to the purpose of the correspondence and is irrelevant that could be omitted like the sender said “I have a dentist appointment”, because this word seems personal.

There is no recipient address and sender address. The subject line and the salutation are not appropriate and correctly placed. There are no clear opening and closing remarks and the sender’s signature is not included. The email has no punctuation used correctly and all technical terms and symbols are not accurately presented. The layout alignment is not justified and not used 1.5 spacing. The font doesn’t use the font arial. The overall layout is not clear, hard to follow and not visually appealing.

Overall comments

The purpose and objectives are not achieved in this email because the writer is not using the right format and the language is not in a formal way. Also the content presented is not accurate. The writer is not professional because he included his personal matters into this email that are not related to the purpose of the email. This email also has a lot of grammatical errors and he also uses an emoji to express his feelings.

PART B (25 MARKS)

Rewrite the email to display the correct format, values and attitudes of a good business correspondence.

To: maisarah.tuliplegacy@gmail.com

From: ahmad.powersdnbhd@gmail.com

Subject: A request to schedule another meeting

Dear Mrs. Maisarah,

I hope this email reach you well. I'm Ahmad, an accountant at Power Sdn Bhd company and I want to request another schedule of a new meeting about financials to improve our company's growth in the Malaysian market. Have you read the document that I attach for your reference? To provide further context, I have attached a brief agenda outlining the key points and topics I would like to discuss during our meeting. Additionally, if there are any documents or materials that you would like me to review in preparation for the meeting, please let me know, and I will be more than happy to do so.

As you know, our deadlines have to come. Can we decide the time that you are available for our meeting? I would like to suggest Monday, January 27, at 2.00 p.m. Please let me know by the end of this week if you are able to attend. You can also suggest the schedule meeting that you are available except on Tuesday. If that doesn't work, I'm happy to schedule another time that fits your calendar. Please suggest a convenient time for the meeting and we can also arrange a phone call or you can contact me directly through Whatsapp.

Thank you for your time and I look forward to speaking with you soon.

Best regards,

Ahmad

Accountant

Power Sdn Bhd

The correspondence evaluation to rewriting email

The tone of language that is used is appropriate for the intended audience and purpose and the tone contributes to building goodwill and rapport. There are no grammatical errors, spelling or vocabulary mistakes and the structure is clear and effective to understand. The correspondence uses polite and professional language. For instance, the sentence “thank you for your time and I look forward to speaking with you soon” shows that the sender respects and waits for the recipient to reply.

The content that is delivered is presented accurately and there are no important details missing. Also it aligns with the subject matter. All information in the email is also relevant to the purpose of the correspondence and there is no irrelevant information that could be omitted. This email also discusses only the meeting that is related to the subject matter which the sender recommended and suggests the date and time to the recipient.

The recipient address and the sender’s address included and correctly formatted. There is a clear subject line and the salutation used is appropriate and correctly placed. There are clear opening and closing remarks. The sender’s signature and the sender’s designation or position included in the closing. The technical aspects of this email is the punctuation is used correctly and all terms and symbols accurately presented. Layout and presentation consist of 1.5 spacing and justify alignment. Formatting elements such as font size is consistent. Overall layout clear, easy to follow and visually appealing.

Overall Comments

The purpose and objectives are achieved in this email because the writer is using the right format and the language is in a formal way. Also the content presented is accurate. The writer is professional because he uses polite and professional language. The writer also conveys the content very directly to the subject matters into this email and related to the purpose of the email. This email also has no grammatical errors, spelling or vocabulary mistakes.