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# ASSIGNMENT 02

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Technical Business Writing

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20F-1033

Section:

BS(CS)-6A

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March 7, 2023

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## Question-1:

M. Juhasz  
Travel & Meeting Services  
Black & Decker  
California

March 2, 2023

Travelling Executives,  
Black & Decker,  
California

Subject: Changes to Travel Guidelines

Dear Traveling Executives,

We appreciate your continued dedication to the success of Black & Decker. It has come to our attention that the measures we are about to implement to reduce travel expenses may cause some inconvenience to your travel plans. However, we firmly believe that these changes are necessary for us to remain competitive and achieve our financial goals.

We understand that travel plays an essential role in your work, and we appreciate the time and effort that you put into making every trip count. As part of our ongoing efforts to improve our financial performance, we must implement new measures to reduce our travel expenses. These changes may seem difficult at first, but we are confident that with your cooperation, we can make the necessary adjustments and continue to deliver high-quality results.

To this end, we have issued a separate memorandum detailing new guidelines for travel. The changes include using videoconferencing and web conferencing in place of physical meetings, staying in more economical hotels, booking flights for off-peak hours, and flying from suburban airports, which are more affordable. We request that you avoid hotel surcharges for phone calls and Internet access and that you return rental cars with a full tank to avoid premium charges.

We understand that these changes may cause inconvenience, but we believe that they are necessary to optimize our financial performance. We urge you to comply with these new travel guidelines with immediate effect.

Thank you for your cooperation and understanding.

Sincerely,

M. Juhasz  
Travel & Meeting Services

## Question-2:

**SAMSUNG**

3519 Front Street Mount Celebres, CA 65286

Telephone: +1 111-111-1122 Email: [samsungclaims@samsung.com](mailto:samsungclaims@samsung.com)

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March 2, 2023

Ms. Brownsmith,  
1800 South West,  
California

Subject: Response to Complaint ID#60712A

Dear Ms. Brownsmith,

We received your device Galaxy Note 10 from your retailer Premier Wireless, on February 25, 2023, and registered a warranty claim complaint against ID#60712A. Your device was then forwarded to the Check & Repairing department of our company. We received a complete report yesterday from them. We are writing this to inform you about the issues mentioned in the reports.

Our team discovered that your device screen has a bright red dot and a possible reason for this damage could be prolonged exposure to liquid as per the report. Moreover, the report also stated that the overall condition of your device was not good, as it dropped from a height. You were lucky that screen did not crack or break and that you did not lose your data.

Considering all the reasons stated above we regret to inform you that your device is not eligible for warranty repairs or replacement. Since such type of damages was not included manufacturer's warranty and your warranty has expired. Your Peace of Mind Plan is in effect, and it gets a rave review from users. But it only covers theft, loss, and malfunction.

Since warranty is no longer applicable here are some solutions.

1. Pay a deductible of \$89 for claim and repair.
2. New remanufactured model for \$49 plus tax.
3. Since you have a two-year contract, you will be eligible for an upgrade as you are nearing month 20.
4. Buy a new device at full retail cost (not recommended).

You can inform us in reply, of your choice. We will be waiting for your reply to proceed further. Thank you for believing in our company and products.

Sincerely,

Asad Ullah  
Customer Service Representative at Samsung