**Effective Communication**

**Part One**

**Email One**

Hi John,

I'm so sorry that you had a negative experience with our product and service. I've looked into the issue, and it seems that we have address some of the bugs but still have more to get fixed. We will fix the issue and make sure we do the correct testing to make sure your experience with the software get better.

I've forwarded this issue to our Dev op team. In the meantime, I'd like to offer a better experience and discount for the inconvenience and will be checking in with you in a few days to update you on the status of the bugs.

Once more, I sincerely apologize for the inconvenience. Please let me know if I can answer any questions, and I'd be happy to help!

Best,

Cameron

**Email Two**

Dear Jane,

Thank you so much for your feedback, you put a big smile on our faces! Our team is hard at work trying to continuously improve our product/service and it’s always rewarding to hear kind words. We love that you love us.

Also, I don’t want to impose, but if you have some time, would you mind sharing your impressions on social media or writing a review for us? We have a presence on Facebook and we’d really appreciate it if you could support us there.

Thanks again!

Cameron

**Part Two**

Hi, Mr. Smith working for home has been better than expected and makes the team feel safer with the covid still strong. Sometimes it’s a little difficult to connect with co-workers, the response times and lack of responses to email is slowing down production. I think we need to have more mandatory zoom meetings to hold everyone accountable and make sure deadlines are met. When employee’s don’t respond in a timely manner it slows everyone down and hurts the company. I think zoom calls to reassure that people are meeting and communication between employees. I think this will improve speed, cost, and other attributes of a project. The agile methodology should be reinforced and mandatory. I’m available anytime for a follow-up zoom call to discuss this further.

Thank you.

Cameron