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ILT-SS-07-AD Professional Communications

Prepare an Email Reply for The Following Email

Hi,

I had a look at the data sheet you sent us yesterday and I found the following:

- The data for the month of February 2021 is missing
- The data for December is showing incorrect calculations

I am concerned that missing and incorrect data has been a recurrent issue with the work result in the past two months. Currently, I am unable to accept this as final and would like to know the reason for these recurrent issues. Please send me back the explanation and the correct data set immediately.

Larasati

The Reply

Hi, Mrs. Larasati

Firstly, I apologize for these problems. To be honest, I and my team felt overwhelmed in the past two months since any business request was only stated verbally and there was no system in place to serve as a written reminder for us. Due to that, I have asked the supervisor to develop an SOP between divisions and to detail the procedures for requesting datasets. It will be launched soon.

For these following issues, I acknowledge that the February's data was missing, I already have the data and I will send it to you immediately along with this message.

For the incorrect calculation in December's data, I'm so sorry but I am not sure which part is the error, I had double checked the data and It was already calculated by using the same formula as other months.

Let's meet in the afternoon today so we can resolve the calculation issue and the next steps, is 2 pm ok with you?

Ferza