

Task: Write an email to your supervisor to explain why you won't be able to complete the repairs by the date promised.

Below are the events leading up to this situation.

You had promised your supervisor, Reg Campbell, that you would complete the repairs to the refrigeration cooler by Saturday, May 12.

When you promised him to have the job done by May 12, you did so using a realistic estimate of the time that it would take. There was no way you could know that so many problems would arise—far more than you would expect from a routine repair job like this.

The project went well at first. You stripped the cooler down and found the breakdown was caused by a damaged valve in compressor unit number 2. You wrote a note to Reg Campbell ordering a replacement valve assembly complete with fittings, and he sent an email to the manufacturer so the item would be shipped quickly.

The next two days you were away from work with stomach flu. When you returned from work, you overhauled the cooler, expecting the valve assembly to come in at any moment. After a week it still had not arrived, so you asked Reg Campbell to send another email. "There is no point in doing that," he said. "The Def Company was on strike all last week. They only returned to work yesterday morning. It will be another three days before the assembly comes in."

When it did arrive you had further problems. The connector on the new valve assembly would not lock with the connector on the existing pipe. You managed to force a join, but when you applied pressure it leaked badly. Then in trying to separate the connectors, you stripped the threads on the old one and grazed your knuckles badly on the new one. This meant you had to order two more identical connectors. Fortunately, a local supplier could get some and promised to bring them in by next Tuesday.

You think it will take you two days to fit the connectors onto the valve assembly and the existing pipe, then to reassemble and test the refrigeration cooler. Then means you won't be finished until Thursday, May 17th.