

Email Writing Assignment #2

Email To: *johnathan.niziol@mitt.ca*

Due Before: *Friday, February 16th @ 3:30 PM, 2018*

Topic: *I can't figure out your streaming site*

Audience: *Amy, the angry customer*

Length: *150-250 words*

Evaluation Criteria: *mechanics, sentence structure, focus, conciseness, understanding*

You work for a company that offers a streaming music service through their website. Customers can sign up, pay a fee and have access to hundreds of thousands of songs. Sometimes the customer isn't very tech savvy and needs some help figuring out how to use the site.

You're working through some support emails and you receive the following:

I just subscribed to your music site and I can't figure out how to play the music. I've already wasted 2 hours of my time trying to figure this out, but your site is so confusing to use that I'm ready to give up. I'm very upset and I'm starting to think I should ask for my money back.

An Angry Customer,

Amy

Respond to this customer email. Give them clear directions on how to stream music from the site. Remember that they are unhappy and try to use appropriate language to ease their unhappiness. Make sure you mention the streaming site for which you are providing directions.