



**UTHM**  
Universiti Tun Hussein Onn Malaysia

**ENGLISH FOR OCCUPATIONAL PURPOSES**

**UHB40102**

**Tutorial Week 10**

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## Week 10 (Part A) – Workplace etiquette (Email)

B1	<u>Reading</u>
	<u>Writing</u>

### Exercise 1

Read the following letter of complaint from a commercial customer to a supplier regarding problems with a delivery of components. From the context, try to guess what the meaning of the words/phrases in **bold** are.

Dear Mrs Boswell,

**I wish to draw your attention to** an issue we have with a recent order from yourselves (ref no. 34ED12QP). **Not only** was the delivery four days later than agreed, but when we tried to use the components, we found that 40% of them were damaged and basically useless.

As is normal, I spoke to your customer service manager, Peter Taylor on this matter. I expected that you would replace the damaged components, **but this has not been the case**. When I last spoke to Peter, last week, he informed me that the components were undamaged when delivered to us and that it was our fault. **To make matters worse**, he has still not replied to an email I sent to him on Monday. Not very professional customer service.

As you are aware, we have been a customer of your company for over 5 years. The damaged components are **severely impacting** our production at the moment. We have orders which we cannot send because of this problem with the components.

**Although, I appreciate that** you are all very busy. I believe that **I am entitled to** an explanation why Peter Taylor has not answered my email, and is refusing to replace the components.

**Unless this issue is resolved promptly**, then unfortunately, **we will be forced to take further action**.

I expect an email from yourself by 5pm today **at the latest**, to inform me how you are going to resolve this issue.

Yours sincerely,  
Craig Smith  
EGO Production Director

Answer:

- 1. I wish to draw your attention:** I would like to bring to your notice this specific issue.
- 2. Not only:** not just.
- 3. But this has not been the case:** this has not been the reality.
- 4. To make matters worse:** to further complicate the situation.
- 5. Severely impacting:** significantly affecting or hindering performance in a critical way.
- 6. Although I appreciate that:** Recognizing and showing gratitude despite the problem.
- 7. I am entitled to:** I have the right to.
- 8. Unless this issue is resolved promptly:** If this problem is not addressed quickly and effectively.
- 9. We will be forced to take further action:** We will need to escalate the issue.
- 10. At the latest:** No later than a specified date.

*Taken from [http://www.blaireenglish.com/exercises/emails/exercises/email\\_complaint/email\\_complaint.html](http://www.blaireenglish.com/exercises/emails/exercises/email_complaint/email_complaint.html)*

## **Week 10 (Part B) – Workplace etiquette (Email) Exercise 2**

B2	<u>Reading</u>
	<u>Writing</u>

Read and complete the following letter of apology from a supplier to a commercial customer regarding problems with a delivery of components using appropriate words and phrases.

Dear Mr. Smith,

Further to your email of the 17th December 2009 regarding your order (ref no. 34ED12QP). First of all, (1) **please** allow me to (2) **apologize** for Peter Taylor not responding to your email. I can (3) **confirm** that Peter has been on sick leave for the whole of this week. And although this (4) **explains** the issue, it does not justify it.

It transpires that there was a miscommunication in his department and the person who should have been taking care of this issue did not. I have already taken all the necessary measures to ensure that this does not happen again in (5) **the future**. Thank you for bringing this matter to (6) **our attention**.

(7) **With regard** to the issues about your order, I have taken personal charge of them. First of all, let me apologize for the late delivery. We should have made you aware of the delay at the time.

Regarding the damaged components, I can confirm the following:

It is normal policy here that we do not accept liability for problems with components if we are not notified within 7 working days after delivery. And due to the fact that you did not notify us until after 15 working days of the delivery, the Customer Service Department followed procedure.

But as we view you as a (8) **valued** customer, and we have worked together for over five years, rest assured that I will (9) **address** this issue as a matter of urgency. I have already spoken to the Production Director here and he will confirm tomorrow when we can send the replacement components to you. I will (10) **update** you about the situation with the components by the end of tomorrow at the latest.

(11) **Could** you please confirm if this is adequate?

I do (12) **hope** that this situation has not damaged your (13) **trust** in working with us.

Once again, please accept (14) **my apologies** for any inconvenience caused.

If you have any questions, do not (15) **hesitate** to contact me by mobile on 07995 348236.

Yours sincerely,  
Mrs. Sally Boswell  
Rugger Sales Director

*Taken from [http://www.blaireenglish.com/exercises/emails/exercises/email\\_apology/email\\_apology.html](http://www.blaireenglish.com/exercises/emails/exercises/email_apology/email_apology.html)*

**Week 10 (Part C) – Workplace etiquette (Email)**

C1	<u>Reading</u>
	<u>Writing</u>

### Exercise 3

Read and reply to the following email of invitation.

Dear Mr Smith,

My name is Sue Jenkins and I am writing on behalf of Reef Technologies plc.

We are pleased to announce that we are sponsoring a series of presentations on the future of renewable energy. The presentations are going to be performed by world-renowned experts in the field (for example Dr Josh Bartlett from MIT and Mrs Jennifer Woods from Clean Future inc.) and will consider future advances in the technology of renewable technology.

Due to your company having worked with Reef Technologies plc in the past, we would like to invite you to the event. The event will be held at the Randalls Conference Centre in Leeds between 3pm and 8pm on the 12 April 2017. If you require directions to the venue, please let me know.

If you would like to attend, please confirm your attendance by replying to this email by the 18 March 2017.

If you have any questions about the event, please do not hesitate to contact me by email (on sjenkins@reeftech.com) or by mobile/cell (on 07867 7433123).

I look forward to receiving your reply.

Yours faithfully,

Sue Jenkins  
PR Manager  
Reef Technologies plc

Dear Ms. Jenkins,

Thank you for the invitation to the series of presentations on the future of renewable energy. I am pleased to accept and confirm my attendance at the event on the 12th of April, 2017, at the Randalls Conference Centre in Leeds.

Please let me know if there are any additional details or materials I should bring to the event. Additionally, directions to the venue would be appreciated.

If I have any further questions, I will contact you via email or mobile.

Looking forward to the event.

Best regards,

Mr. Smith

*Taken from*

*[http://www.blaireenglish.com/exercises/emails/exercises/how\\_to\\_write\\_email\\_invitation/how\\_to\\_write\\_email\\_invitation.html](http://www.blaireenglish.com/exercises/emails/exercises/how_to_write_email_invitation/how_to_write_email_invitation.html)*