

7 C's practice

Rewrite the following statements making them more considerate. [3]

1. I have worked hard to get you the best deal possible.

Ans: You are getting the best deal possible.

2. We will no longer allow you to charge up to \$15,000 on your Visa Gold Card. Your new limit will be \$5,000.

Ans: You can now charge up to \$5,000 on your Visa Gold Card instead of \$15,000.

3. Dear Mr. Jones,

I am happy to inform you that we have approved your loan.

Ans: Dear Mr. Jones,
Your loan has been approved.

4. I am pleased to inform you that your request to use the conference room has been approved.

Ans: Your request to use the conference room has been approved.

5. I have attached the updated company policy for your convenience.

Ans: You can view the attached updated company policy.

6. I would like to thank you for your interest in JC's products.

Ans: Thank you for your interest in JC's products.

Rewrite the following sentences using positive language. [3]

1. Our department's budget is small and doesn't allow for new furniture.

Ans: We can allow new furniture as soon as our department budget increases.

2. I couldn't be more pleased that you were not late in shipping our order.

Ans: I am pleased that you shipped our order on time.

3. I can't answer your question until I talk to Mya.

Ans: I will answer your question as soon as I talk to Mya.

Rewrite with you-attitude and positive language.

1. As per the new contract, we will also offer dental insurance.

Ans: You will be pleased to know that our new contract includes dental insurance coverage.

2. We have extended the deadline for the submission of the proposal.

Ans: You may need more time, so we have extended the proposal submission deadline.

3. Your accounting report is riddled with errors.

Ans: your accounting report could be improved to ensure accuracy.

4. We cannot send you the materials until we make sure your cheque clears.

Ans: Once your cheque clears, you'll be sent the materials.

5. Neither you nor any other members of your documentation group may use the CAD-CAM computer lab during maximum usage hours.

Ans: You and your documentation group can access the CAD-CAM computer lab after maximum usage hours.

Make the following email more courteous. [5]

Karim,

I wanted to let you know that I am not happy with some of you in your department who always hijack the discussion at our weekly meetings. You need to learn business ethics. I have a lot of projects, and I really need time to get my team's progress discussed as well. You are here to work productively. So far, thanks to your department, I haven't been able to do that. Can you make sure they make time for me and my team next week? Thanks

Ans: Dear Karim,

I hope this email finds you well. I wanted to take a moment to share my concerns about our weekly meetings. While I appreciate the contributions of your department, I have noticed that some members tend to dominate the conversation, leaving little time for others to share their progress.

As you know, we are all here to work productively and achieve our goals. Unfortunately, this situation has made it challenging for my team to discuss our projects and make progress.

Would it be possible for you to ensure that my team has time to share our progress during the next meeting? I understand that everyone has important contributions to make, and I am committed to finding a way to ensure that everyone's input is valued and heard.

Thank you for your attention to this matter. I appreciate your cooperation and look forward to working with you to create a more productive and inclusive meeting environment.

The following message lacks concreteness and completeness. Rewrite it fixing these two issues. [5]

We pleased to launch our new mobile application. It is not only user-friendly, but it has a beautiful and appealing GUI (screen). It will solve your time management problems effectively. You don't need to worry about how to manage your time anymore. Our app offers this solution through it various useful features.

Ans: We are excited to announce the launch of our new mobile application on 30 March Thursday. Our application is both user-friendly and visually stunning with an appealing graphical user interface. Our app effectively solves time management problems by providing a range of useful features. According to survey, users lose 45% of their productivity due to lack of time management skills. With our application, you are to get work done 3 times faster than your normal routine.

The following statements are vague and imprecise. Make them concrete using the strategies taught in the course.

1) The local travel agency offers economical packages for seven-day Alaskan cruises.

Ans: The local travel agency offers seven-day Alaskan cruises for \$1,500, which is 30% less than the market price for similar packages.

2) Most of the students scored very high on their final exam.

Ans: 85% of the students scored above 90% on their final exam

3) This smartphone has more applications than customers can imagine.

Ans: This smartphone has 200 pre-installed applications, including a GPS, a fitness tracker, and a weather app.

4) We are making good progress on the project.

Ans: We have completed 60% of the project within the given deadline, and we are on track to finish it before the expected date.

5) The actor has won several awards.

Ans: In the last decade, the actor has won three Academy Awards, two Golden Globe Awards, and four Screen Actors Guild Awards .