

Assignment 1

For your first assignment, you will help a person named Kevin Johnson make improvements to his email. Take a look at the following scenario before reading the email.

Kevin's Situation

Kevin is writing to an office furniture company called ABC Furniture. The purpose of the email is to cancel an order he made last week. Read through the email a few times before moving on to the next step.

Now, read Kevin Johnson's email below.

Kevin's Email

Subject Line: **please cancel!**

hi,

My name is kevin johnson. I want to cancel my order of the office chair that I ordered last week. Please send me a full refund to my account.

kevin

What kind of changes can you make to this email in order to make it more professional and accurate? It is your task to make those improvements based on what you learned in this module. Here's a check list of things to consider:

Organization & Content

- Subject line
- Greeting
- Email Text
- Closing & Signature

Language Skills

- punctuation
- capitalization

Your new and improved version of Kevin Johnson's email will be reviewed by 3 other members in this course. You will also get the opportunity to see how others have made improvements and give them feedback as well.