Sonia Tomas

English 149

October 25, 2014

**Work Packet 4**

**Chapter 4 Response:**

Date: October 25, 2014

To: Mr. Sean Maddox, English 149 Professor

From: Sonia Tomas, English 149 Student

Subject: Chapter 4 Response

1. The small document I am revising is the first paragraph of my cover letter.

To whom it my concern,

I would like to request your consideration for the position of Software Engineer.

I am particularly fascinated with the responsibility of designing, developing, and testing and debugging software. The part I truly enjoy the most about being a Software Engineering is creating programs and seeing the effort and dedication I have invested into my programs pay off. It is absolutely pleasing creating a product that satisfies requirements and works perfectly at the end of the day.

2. The best team experience I have had was with my team during an internship at UCSB. Our team had to work on this research project about the economic effect of a pest on citrus fruit production. We had to analyze statistical data and create a presentation on our project. What made this the best team experience would be that, although we were all personally different, we had great interaction and communication. Everyone in the team knew their task and everyone was on the same page. We all equally invested the same effort and projected the same enthusiasm to fulfill our project. When we came together to analyze data or to practice for our presentation, we effortlessly communicated information, concerns, opinions, and advice/methods to each other. The worst team experience was with my lab group for a physics class. What made it the worst experience was a particular team member. Probably due to her age, this team member was extremely bossy and stubborn. Whenever she was wrong or incorrect and another teammate would try to correct or help her, she would often ignore the help and continue on with whatever she had in mind. For example, when doing a lab, she would often skip a step in the instructions. As a group, we would advise her to follow the instructions as is but she would just claim that that step was unnecessary and she would direct us to execute the following instructions instead. This negative experience would have been prevented or fixed by not having her on the team. Everyone else worked alright with one another it was just this particular teammate who gave everyone else a difficult time.

3. Below is my email to DeAnna and Jason concerning communication when issues arise:

To: DeAnna Omanovic and Jason Stokes

From: Sonia Tomas

Date: October 20, 2014

Subject: Team Communication

Hello teammates,

As you may already know, issues arise no matter what situation or circumstance you may be. Taking this into account, I am proposing a policy of communication for when problems arise. One practice I am proposing is to communicate to other team members when you will not be able to arrive to meetings. Also, if a personal issue arises, please communicate that as soon as possible. Communicating this information is crucial in order to avoid misunderstandings and ensure proper progress in the completion of our collaborative assignments.

Please let me know your opinion on this policy or if you have any further suggestions.

Sincerely,

Sonia Tomas

4. The following email is about dealing with Jason’s lack of participation addressed to Jason and Dr. Jenkins:

To: Dr. Jenkins and Jason Stokes

From: Sonia Tomas and DeAnna Omanovic

Date: October 20, 2014

Subject: Addressing Jason’s Lack of Participation

Dear Dr. Jenkins,

DeAnna and I would like to bring to your attention to a highly important matter.

Our team member Jason has not been participating in the collaborative assignments due to a family emergency. Although Jason did not communicate effectively with DeAnna and me regarding this emergency, the issue with his sick son is causing him and his wife great distress.

We understand that this is an emergency outside of his control but we also understand that out priority is to fulfill our collaborative assignments with the little time we do have to submit our proposal, which is due in a week. With you Dr. Jenkins having the upmost authority, we are seeking an approach to Jason’s inability to participate in the collaborate assignments.

Sincerely,

SoniaTomas and DeAnna Omanovic

**Sequence 2 – Claim Letter**

To: Time Warner Cable Customer Service

From: Sonia Tomas, previous TWC customer

Date: October 16, 2014

Subject: Issue with Charges

To whom it may concern,

On August 26, 2014, I cancelled my long time cable service with Time Warner Cable. During the cancellation process, I was never advised by any one of the employees involved in the cancellation process to return any equipment that I have received from the company. Therefore, I was charged with the total cost of $376.00 for 4 digital adapters. It wasn’t until I received a letter from a collections agency weeks after the cancellation that I became aware of these exceedingly high charges against me. They advised me that I had until September 26, 2014 to return the equipment to Time Warner Cable and be dissolved of these charges.

After finding out the solution to this problem, I immediately returned the items to the Time Warner Cable office in Oxnard on September 23, 2014 but I have not been liberated from these charges. I have spoken to customer service representatives on the phone and in person but the charges are still on my account.

Enclosed is my receipt for when I returned the digital adapters. I understand that these charges are only present because I did not turn in the adapters immediately after cancelling my cable subscription. I have done my fair share in solving this matter and I only wish that the company would be more responsible in fulfilling their side of this issue. The only thing I am asking for is to be freed from this debt. If this issue is not solved within the next 2 weeks, I will contact the Better Business Bureau to help solve this problem.

Thank you in advance for any proper actions concerning this matter.

Sincerely,

Sonia Tomas