

Ninja Writing Supermarket Exercise

Imagine you're a new staff member at a big supermarket. Twice this week you've sent a customer to the wrong aisle, and both have complained to your manager saying the shop's staff are incompetent. Your manager has a reputation for loving efficiency and self-reliance. But he hates people who suck up, and dislikes emotional weakness of any kind. He has asked for a written explanation of your actions, and threatened serious consequences if it falls short. You badly want to keep the job, but you need to explain that you've been dealing with some major personal problems that you don't wish to discuss that have distracted you from your work.

Write the brief letter with the appropriate tone and content to perfectly match your audience. Try also to make it elegant.

(Prompts on next page, if needed.)

Ninja Writing Supermarket Exercise Prompts

- Awareness of the commercial consequences of your failure
- Declaring an unforgivable weakness of character that will be quickly fixed
- Politely asking for the opportunity to redeem yourself
- Pronouncing that you are now on top of your issues, so those mistakes won't recur
- Express deep remorse for your mistakes