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Lesson 4 Requesting information.

Neutral style

Hi James,

I hope that everything is going well. Following up on our last meeting, I just have a few questions about the Blue Unicorn Project.

First, can you please update me on where you are with the project? What are the current issues and when do you expect them to be fixed?

I'd also appreciate it if you could confirm that the post-installation support covers the equipment 24/7. What does the support actually include? Also, I'm interested to know if the cost of the parts is included in the package.

And lastly, we're considering extending the period of post-installation support from 8 to 10 months. Can I have a quote for this extension?

Please get back to me with the information by the end of the week.

Thank you.

*Regards,
John White
Team Lead*

Formal style

Dear Mr. Jones,

With reference to our last meeting, I would be grateful if you could provide me with more information about the Blue Unicorn Project.

First, do you think you could update me on where you are with the project? Could you possibly specify what the current issues are and when you expect them to be resolved?

I would also appreciate it if you could confirm that the post-installation support covers the equipment 24/7. I was wondering what the support actually includes. Moreover, I would especially like to know if the cost of the parts is included in the package.

And lastly, we are considering extending the period of post-installation support from 8 to 10 months. Could I have a quote for this extension?

Could you possibly send me the information by the end of the week?

Thank you.

*Best regards,
John White
Team Lead*

Lesson 5 Giving information

Neutral style

Hi John,

In answer to your email about the current situation with the Blue Unicorn Project, please see the answers to your questions below.

We successfully completed stage 3 on Wednesday, and currently we're preparing to start stage 4. Overall, the project is going well. We haven't had any troubles with the machinery so far, but there are still some minor issues with the delivery.

As we discussed at our last meeting, the problem with the delivery system is caused by the software. Since it's a very common software issue, we just need some time to fix it. At the moment we're looking into it, and we expect it to be fixed by the end of the week.

Concerning your question about the post-installation support package, I can confirm that we provide 24/7 site support. Please find the detailed description of the support package in the attachment.

Regarding your request to extend the period of post-installation support to 10 months, I think we should discuss it at our next meeting.

I hope that this answers your questions.

Give me a call if you need anything else.

*Best regards,
James Rogers
Project Manager*

Formal style

Dear Mr. Lohnes,

With reference to your last email regarding the current situation with the Blue Unicorn Project, please find the answers to your questions below.

We successfully completed stage 3 on Wednesday, and currently we are preparing to start stage 4. Overall, the project is going well. We have not had any troubles with the machinery so far, but there are still some minor issues with the delivery.

As we discussed at our last meeting, the problem with the delivery system is caused by the software. Since it is a very common software issue, we just need some time to fix it. At the moment we are investigating it, and we expect it to be resolved by the end of the week.

Concerning your question about the post-installation support package, I can confirm that we provide 24/7 site support. You will find the detailed description of the support package attached.

Regarding your request to extend the period of post-installation support to 10 months, I suggest we discuss it at our next meeting.

Should you have any further inquiries, please contact me directly.

*Best regards,
James Rogers
Project Manager*

Lesson 6 Meeting arrangements via email

Inviting to meet

Neutral style

Hi team,

I would like to invite you to join our call on the results of the help desk performance survey. During the call we will

- discuss the problems with our service quality revealed by the survey,*
- outline the issues requiring immediate action,*
- brainstorm possible solutions.*

If there's anything else you want to add to the meeting's agenda, please send me an email.

Let me know if you are unable to participate in the call.

*Regards,
Kate Smith
Team Lead*

Formal style

Dear colleagues,

As you know, we conducted a customer satisfaction survey last week, so I propose we arrange a videoconference next week to discuss the results of the help desk performance survey. During the call we will

- discuss the problems with our service quality revealed by the survey,*
- outline the issues requiring immediate action,*
- brainstorm possible solutions.*

If there is anything else you want to add to the meeting's agenda, please contact me directly.

Could you please confirm your participation by accepting the meeting request?

*Best regards,
Kate Smith
Team Lead*

Reminding
Neutral style

Hi team,

This is just to remind you that we are having a call on the results of the help desk performance survey this Tuesday at 2 p.m.

Please confirm your participation. Call me if you have any questions.

*Best regards,
Kate Smith
Team Lead*

Formal style

Dear colleagues,

May I remind you that we are having a call on the results of the help desk performance survey this Tuesday at 2 p.m.

I would be grateful if you could confirm your participation.

*Best regards,
Kate Smith
Team Lead*

Declining
Neutral style

Hi Kate,

I'm afraid I can't make it on Tuesday at 2 p.m. as I have another meeting scheduled for the same time. Could we bring the meeting forward 2 hours and make it at 12 p.m. instead?

Hope to hear from you soon.

*Regards,
Sam*

Formal style

Dear Kate,

Unfortunately, I will not be able to attend the meeting on Thursday morning because of my business trip. I would appreciate it if we could hold the meeting two hours later than proposed.

I look forward to your response.

*Best regards,
Sam Smith*

Lesson 7 Meeting follow-up

Neutral

Hello team,

Thank you for taking part in our discussion of the Help Desk performance survey results. At our meeting we outlined a few problems with the service quality revealed by the survey. Also, we decided which issues were urgent and in need of immediate attention. Then, we brainstormed the ways to deal with the problems and chose the most effective solutions.

The action points we have agreed upon are:

- 1. Peter will request the IT department to investigate the problems with the help desk application by the end of the week.*
- 2. Maria will set up a meeting with the Training Department by the end of the month. The goal of the meeting is to consider the possibility of launching a training program for part-time help desk staff to improve their efficiency when dealing with customer inquiries.*

Thank you once again for all your hard work. Please inform me about any new developments or updates.

*Regards,
Kate Sidarenka
Quality Assurance Manager*

Formal

Dear colleagues,

Thank you for making time to meet and discuss the Help Desk performance survey results.

At our meeting we

- outlined the problems with the service quality revealed by the survey,*
- decided which issues are urgent and in need of immediate attention,*
- brainstormed the ways to deal with the problems at hand,*
- chose the most effective solutions.*

The action points we have agreed upon are:

- 1. The person in charge of requesting the IT department to investigate the problems with the help desk application is Jim. Jim should do it by the end of the week.*
- 2. Maria will schedule a meeting with the Training Department by the end of the month. The goal of the meeting is to consider the possibility of launching a training program for part-time help desk staff to improve their efficiency when dealing with customer inquiries.*

Thank you once again for your hard work. Please keep me posted on any new developments or updates.

*Best regards,
Kate Sidarenka
Quality Assurance Manager*

Lesson 8 Reporting a problem

Neutral

Hello Karen,

I'm writing to inform you that the design requirements for the customer page drop-down menu we got from your side might be quite problematic to implement using the standard browser control.

The problem lies in the fact that the design would require additional HTML and JavaScript code, as well as hours of implementation and testing work. I guess a standard control option works just as well and adds no extra expense to the project budget.

Can I ask you to look into the matter and let me know whether you want us to start working on your design of the drop-down menu page or you will be happy with the standard option?

If you feel like discussing all the pros and cons in more detail, I'll be glad to have a meeting with you at your earliest convenience.

*Regards,
Michael Jones
Software Engineer*

Formal

Dear Karen,

I am writing to inform you that the design requirements for the customer page drop-down menu we got from your side might be quite problematic to implement using the standard browser control.

Your design is feasible but would require additional HTML and JavaScript code, as well as hours of implementation and testing work. In my professional opinion, a standard control option seems to work just as well and adds no extra expense to the project budget.

Please advise on how you would like to proceed. Do you want us to start working on your design of the drop-down menu page or would you be happy with the standard option?

I look forward to receiving your reply at your earliest convenience.

*Best regards,
Michael Jones
Software Engineer*

Lesson 9 Dealing with a problem

Neutral

Hello Bob,

Thank you for reaching out to me and explaining the issue you are experiencing.

I have checked the situation. Since I'm able to extract the required balance sheet on my end, the issue must appear at the User Authorization stage.

It means that to extract the end-of-year balance sheet on your end, you need to enter additional data first.

*Here is an article on our Confluence Page which explains this process in depth:
<http://accountmaster/confluence-page/end-of-year-balance-sheet>*

Please let me know if it helped to sort out the issue.

Let me know if you need anything else. Have a great day!

*Best regards,
Kate Smith
Team Lead*

Formal

Dear Mr. Jones,

I appreciate the opportunity to clarify the situation with the end-of-year balance sheet. We understand how frustrating it must be when you cannot complete some tasks due to technical issues.

After analyzing the situation, it was found that I am able to extract the required balance sheet on my end, so the issue must appear at the User Authorization stage.

It means that to extract the end-of-year balance sheet on your end, you need to enter additional data first.

*You might want to read an article on our Confluence Page which explains this process in depth:
<http://accountmaster/confluence-page/end-of-year-balance-sheet>*

Please let me know whether the article helped you resolve the issue.

If you need any further assistance, do not hesitate to contact me.

*Best regards,
Kate Smith
Team Lead*