Certainly, here are your responses in a plain text format:

1. What will be your approach to solving this issue? Explain your strategy and approach to this.

Approach to Solving the Issue:

Given the family emergency and the need to delay one of the tasks, my approach would be as follows:

- Task 1 (Low-Priority Customer): Since this task is for a low-priority customer without a specific go-live date, I would prioritize Task 2 (the priority customer's campaign) to meet their urgent needs.

- Task 2 (Priority Customer): This task involves a priority customer whose campaign needs to go live in the next 2 days. I would focus on completing Task 2 first to ensure we meet their critical deadline.

- Overall Strategy: I would temporarily put Task 1 on hold, allowing for a 3-day delay in its completion, while ensuring Task 2 is completed as planned to meet the priority customer's requirements.

2. How will you inform the 2 separate account managers of both customers about your approach? Write an internal message informing Manoj (Account manager for Task 1) & Ravi (Account Manager for Task 2) about your respective approach.

Internal Message to Account Managers:

Message to Manoj (Account Manager for Task 1):

Subject: Brief Delay in Task 1 Completion

Hi Manoj,

I hope this message finds you well. I wanted to inform you about a minor delay in the completion of Task 1, which is for our low-priority customer.

Due to an unexpected family emergency on my end, I've had to reprioritize our tasks. The good news is that the customer for Task 1 has not provided a specific go-live date, so this slight delay should not impact them significantly. I will need an additional 3 days to ensure we provide the quality work we strive for.

In the meantime, I will be dedicating my focus to Task 2, which is for a priority customer with an impending campaign launch. Our aim is to meet their needs promptly.

Thank you for your understanding, and I will keep you updated on our progress.

Message to Ravi (Account Manager for Task 2):

Subject: Task 2 on Track for Priority Customer

Hi Ravi,

I hope you're doing well. I wanted to provide you with an update regarding Task 2, which is for our priority customer with the upcoming campaign.

Despite an unexpected family emergency on my end, I want to assure you that Task 2 remains on track and will meet the customer's go-live date. I'm fully dedicated to ensuring their campaign launches successfully within the next 2 days.

I appreciate your understanding and support during this time. If you have any specific requests or updates regarding Task 2, please don't hesitate to reach out.

3. How will you communicate the delay of additional 3 days to the customer? (Write an email to the customer informing them about this).

Communicating the Delay to the Customer:

Subject: Important Update Regarding Task 1

Dear [Customer's Name],

I hope this message finds you well. I wanted to provide you with an important update regarding Task 1, which we have been working on for your project.

Unfortunately, due to unforeseen family circumstances, we are facing a slight delay in the completion of Task 1. I want to reassure you that your project is important to us, and we remain committed to delivering high-quality results.

The new expected completion date for Task 1 is [new date, 3 days from the original due date]. We understand the value of your project, and we sincerely apologize for any inconvenience this delay may cause.

If you have any concerns or require further information, please feel free to reach out to us. Your satisfaction is our top priority, and we are here to address any questions or issues you may have.

Thank you for your understanding and continued trust in our services.

Thanks and Regards,

Rutvik Nanavati