

Email Caselets

ELITE/EMAIL CASELETS/TRAINEE MANUAL/V 1.0

Write an e-mail giving an update of the review meeting

Sub: Update on the review meeting: 11th April, 2011

Dear <<Name>>,

Further to our discussion, I have enclosed the minutes of the meeting which also has the responsibility matrix.

Given below are the primary action items:

- 1. Documentation of the module No 111**
- 2. Preparation of the change request proposal**
- 3. Collation of all the relevant information for review**
- 4. Finalization of the relevant Training plan**

In case you need any information, please feel free to call or write to us.

Regards.

Amit Saxena

Write an e-mail to your manager requesting for leave

Sub: Request for leave from 11th to 13th April'11

Dear Sachin,

I had a small setback in my family on Sunday. Request you to grant me 3 days leave, from 11th to 13th April 2011.

I have already initiated the leave request in e-support.

Ashish Kumar has agreed to take up my activities in my absence.

Thanks & Regards.

**Amit Saxena
Mobile:**

Request for work place in a new location

Sub: Request for work place at Bangalore SDC

Dear Priya,

I have relocated from Hyderabad to Bangalore on 28th April 2011. Request you to provide me access to the Chevron ODC and work place at SDC Bangalore.

My details are:

GID:

Mobile No.:

I am attaching the relocation approval.

Thanks & Regards.

Amit Saxena

Request for approval of the ticket raised to your customer

Sub: Request for Approval: ISD access

Dear Saina,

I have raised a ticket in IT service desk for ISD access. The ticket no. is INC000004505859. Request you to approve in the tool.

Please feel free to contact for any clarifications.

Thank You.

Regards.

Amit Saxena

To your manager, requesting clarification on a certain module on which you've been asked to work.

Sub: Clarification on XYZ module

Dear Ashish,

Request you to clarify the 3points on the XYZ modules.

The following are the points:

- 1. Who is the owner of the module?**
- 2. When is the completion date of the module?**
- 3. What is the billing rate?**

Appreciate if you could send it by tomorrow, 13th April, 2014.

Thanks & Regards.

Amit

Write an appreciation mail to a colleague.

Subject line: Appreciation for Mahesh by Scotia Bank

Dear Srikath,

On behalf of Scotia Bank, we wish to place on record the excellent support rendered by Mahesh towards the client visit that happened at our office on 20th Sept.

The entire arrangement was not only lauded by the faculty but also by the participants.

Regards,

Amit Saxena

To your customer seeking an apology for a deadline not met.

Sub: Clarification on my pay slip for July 2011

Dear Monica,

I am unable to view my pay slip for this month.

Please let me know the reason for the hold and when will I be able to access it.

Look forward to your response.

Thank You.

Regards,

Amit Saxena

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