

## Original Email

Here is the prompt:

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To: You [New Intern]

From: Suzanne Padilla [Sales Office Manager & Your Supervisor]

Subject: Revise, ASAP! Yay WEekend.

Can you offer some feedback on this email before we send it out tonight? I put the main idea up front because I learned that in my business writing class – haha I know you're in a business writing class now so I thought you could help with this. Please proofread and provide feedback. You can even re-write the message in order to make it clearer. Reply to this email with your work attached by 4pm today. Thanks.

- Suzanne Your FAVORITE BOSS

SUBJECT LINE: URGENT POLICY OPEN social problems and CEO ASAP

To Whom IT May Concern:

HELLO it's Friday!

As anyone who showed up to work last week already knows the CEO (Top Boss! Top Sales!) came to visit our carrolltton office last week and then came to our mckinney office which I consider our superstar SALES office! She sent me an email and said that we firsthand and completely totally need to consider how people did online business like she saw Jon shopping for sneaks and not even real ones but on a rep site which totally makes me think you aren't even aiming for hitting that year end bonus and she saw Juli watching her cat on the cat cam from the cat treat cam all stalkerish but when I told you all this in a series of emails you all thought I was sending too much email and just because I told you it was fine once to "get your business done but don't leave the office unless your with clients or a quitter" it means that you can do the business you needed to do as long as you stay in the office nonstop. Like I always say, business gotta get done if it gotta get

done. That means you meet sales goals. I hope this motivates you because I find it totally motivating personally. “DONT LIMIT YOUR CHALLENGES. CHALLENGE YOUR LIMITS.” (((haha dont challenge the limits on social and shopping.))) What I don’t find motivating is how some people think my new policy on social media and online shopping targets YOU or YOU instead of just making one clear policy. So, fine, you write it, and figure it out. I personally am completely understand all of your concerns about the need for flex time and ways about keeping clients and focussed on our sales goals, you know what I mean. Like Mr. Miagi says wax on wax off. Let’s get a new policy written for online time and fun time because all our time is work time. The social stuff like TIKTOK and all the texting and relaxing on your breaks – where’s it going ot end? I'm guilty too! Everyone knows my deep feelings about Friends who golf but limits are limits and this is coming from the CEO – haha and Juli said I can’t just close my office door to play. I get it. There’s a window thats been made clear to me several times. I have a lot of experience with this issue that can be useful to you. Why don't we work together to write a better policy. We could answer a few questions in the road of writing up this new better policy. Some questions could be whether social and shopping helps anymore. Low key gaming maybe okay???? Golf is networking and networking is sales. What happened to clear 10minute breaks? Could phone lock up work instead? I could text you a hourly no shopping or gaming goal reminder. Should we have phone breaks like our old secretary June used to to take her ridiculous smoke breaks before she quit? Should we ban using the Internet on our work computers? Sould email and our screens be private or should everyone be able to see everything? Can you use it for personal stuff like fantasy sports? what if we did a screen share where everyones desktops appeared on one big monitor in the main area that way we could even help tag team on sales meetings. What if we stopped using the internet from 1-4 specially with appt setting. This would be unconventional for a sales agent office specially on weekends since employees need the internet to enter things into the MLS etc post listing, but then they - the SALES Agents - could focus on doing the real work of working in sales. Hitting the streets. Making bucks. Closing. That's what matters. Also, with the new law in TX about texting & driving as we know since we saw Mick gets a ticket in the parking lot haha howd you close that sale anyways, everyone needs to be extra careful about watching TIKTOK or playing AMONG US while driving so we all avoid getting tickets while driving around clients. Very awkward. Youre not all as good as Mick. Suggestions? Youre the young people who like the social so you tell me because

this isnt really my problem as golf is networking and networking is sales like I said once and need to repeat. Get my drift. Maybe the office girl can put together all the comments. Since its friday afternoon and many of you left because its 6pm then just get me back all these comments by 10am saturday before I head to the lake on my NEWWWWW boat - Let's keep focused on our sales goals.

WOOHOO WEEKEND!

Let me know ASAP about the new policy unless you have nothing useful to add. I wasn't happy with the feedback on the brakroom policy last time I sent an email to get everyone's thoughts and hopes although the sales goals were met, so. FROM Suzanne

PS: I thought this was appropriate! The sales and millennials conference I went last week said young people like these MEEMS. LETS STRATEGIZE OUR SOCIAL



## Revised Email

**To:** All Employees

**From:** Suzanne Padilla

**Subject:** Workplace Productivity & Online Activity Policy

Hello,

Last week, the CEO visited our Carrollton and McKinney offices and shared some observations about workplace productivity. She noted that some employees were engaging in non-work-related activities, such as online shopping and watching videos, instead of focusing on their tasks. This can create the impression that we are not fully committed to meeting our year-end sales goals. Meeting sales goals is our top priority, and staying focused during work hours will help us achieve success. As a reminder, breaks should be limited to 10 minutes, and personal tasks should not disrupt workflow. I'd like to share this quote that I find motivating, *"Don't limit your challenges. Challenge your limits."*

I want to emphasize that this is not meant to target anyone specifically as it applies to all of us, including myself. I understand all of your concerns about the need for flexibility, finding ways to keep clients, and focusing on our sales goals. For that reason, I'd like to work with you all to improve our policy for everyone.

Please share your thoughts by 10 AM on Saturday so we can collaborate on an effective policy. Thank you for your cooperation, and let's stay focused on reaching our sales goals!

Best,

Suzanne Padilla

Sales Office Manager

## Email Reply

**To:** Suzanne Padilla

**From:** Shereen Qaralusi

**Subject:** Re: Revise, ASAP! Yay WEEKEND.

Dear Suzanne,

Thank you for reaching out for feedback on your email. I have carefully reviewed your message and have some suggested revisions to improve clarity, professionalism, and effectiveness.

Below, you will find:

1. Email\_Revisions.pdf - A version of your email with tracked changes and comments.
2. Revised\_Policy\_Email.pdf - A completely revised and more concise version of your email that maintains your key points while making them clearer and more professional.

Please find both documents attached. Let me know if you would like any further refinements.

Happy to assist!

Best,

Shereen Qaralusi

Sales Office Intern

To Whom It May Concern:

Hello,

As you may already know the CEO came to visit both of our Carrollton and McKinney offices last week. She sent me an email and said that we need to reconsider how online business is conducted. I told you all this in a series of emails you all thought I was sending too much email and just because I told you it was fine once to “get your business done but don’t leave the office unless your with clients or a quitter” it means that you can do the business you needed to do as long as you stay in the office nonstop. Like I always say, business gotta get done if it gotta get done. That means you meet sales goals. I hope this motivates you because I find it totally motivating personally. “DONT LIMIT YOUR CHALLENGES. CHALLENGE YOUR LIMITS.”

What I don’t find motivating is how some people think my new policy on social media and online shopping targets YOU or YOU instead of just making one clear policy. I understand all of your concerns about the need for flex time, ways about keeping clients, and focusing on our sales goals. Let’s establish a clear policy for online time and personal time while ensuring that work remains our priority. Let’s collaborate to create a more effective policy. We could address a few questions in the process, such as whether social and shopping are still beneficial. Other topics to consider are 10 minute breaks, possible screen-sharing, and restrictions on digital use. This would be unconventional for a sales agent office specially on weekends since employees need the internet to enter things into the MLS etc post listing, but then they - the SALES Agents - could focus on doing the real work of working in sales. Hitting the streets. Making bucks. Closing. That's what matters.

Also, with the new law in TX about texting & driving, everyone needs to be extra careful about watching TikTok or playing Among Us while driving, so we all avoid getting tickets while driving around clients.

Since its friday afternoon and many of you left because its 6pm then just get me back all these comments by 10am saturday before I head to the lake on my NEWWWW boat - Let's keep focused on our sales goals.

Best,  
Suzanne

PS: The sales and millennials conference I went last week said young people like these memes.

