

# **EMAIL ETIQUETTE**

**- Swati Singh**

**1) You have to start working on an assignment/case study/project. But you have not understood everything. You need some more clarifications. How will you write to the facilitator/manager/client?**

To: [gurudeo.singh@espire.com](mailto:gurudeo.singh@espire.com)

Cc: [anuj.srivastav@espire.com](mailto:anuj.srivastav@espire.com)  
[lipi.mishra@espire.com](mailto:lipi.mishra@espire.com)

Sub: Discussion regarding ongoing project

Body:

Hello Gurudeo (Reporting manager),

We have gone through the project documents/case study. Our team needs some clarifications about:

- a) The queries related to the UI design
- b) The key points of the project
- c) Some real-time examples we have gathered
- d)

This will help us in designing the project in a better and portable way and will be able to hand it over to client.

Please let us know if we can have a call this week at a time convenient to you, to clarify these issues.

Signature:

Thanks & Regards  
Swati Singh

2) **You were not able to meet your deadline/deliverable of your assignment or case study. Facilitator/Manager/Client is very upset about it and has written you an angry mail. How will you respond?**

To: [gurudeo.singh@espire.com](mailto:gurudeo.singh@espire.com)

Cc: [anuj.srivastav@espire.com](mailto:anuj.srivastav@espire.com)

[lipi.mishra@espire.com](mailto:lipi.mishra@espire.com)

Sub: Apologies for delay in delivery

Body:

Hi sir,

I, on behalf of my team deeply regret the inconvenience caused due to the delay in delivery of the case study given on 26-09-2022.

This delay occurred primarily due to a block in the application that we were unable to resolve. We were keen to deliver a quality product to you and hence took the risk of delaying delivery to ensure the case study was thoroughly tested & delivered. However, there was a miscommunication among the team members that came up in between which eventually led us to meet deadline.

The tested files have now been uploaded on the GitHub site. In order to make up for the 2-day delay, we propose to work over this weekend so that the application is up and running on the scheduled date of October 3rd.

Once again, we regret the delay. Please be rest assured that the team is committed to meeting the final timeline.

Signature:

Thanks & Regards

Swati Singh

- 3) **You have done a great job on the case study/assignment/project. Facilitator/Manager/Client is very happy and has written an appreciation mail to the entire team, senior management. How will you respond?**

To: [gurudeo.singh@espire.com](mailto:gurudeo.singh@espire.com)

Cc: [anuj.srivastav@espire.com](mailto:anuj.srivastav@espire.com)

[lipi.mishra@espire.com](mailto:lipi.mishra@espire.com)

Sub: Re: Thanksgiving on ref. of your mail of appreciation dated 04-09-2022

Body:

Hello Gurudeo,

Thank you for your warm words of appreciation. It is always heartening to see our hard work and long hours rewarded by way of acknowledgement from our customer.

I have shared your message with the team and they are delighted to hear from you.

May I also add that none of this would've happened without your support.

The team wishes to work with you on the next releases under your supervision!

Signature:

Thanks & Regards

Swati Singh

**4) You have come back after a leave and want to communicate this to the trainer/reporting manager/client.**

To: [gurudeo.singh@espire.com](mailto:gurudeo.singh@espire.com)

Cc: [anuj.srivastav@espire.com](mailto:anuj.srivastav@espire.com)  
[lipi.mishra@espire.com](mailto:lipi.mishra@espire.com)

Sub: Resume at work

Body:

Hi Gurudeo,

I have resumed office today and look forward to getting started on the project assigned to us on 27-09-2022, Thursday along with the team.

Please expect an update from me by the end of this week.

Signature:

Thanks & Regards  
Swati Singh