

BUSINESS LETTERS

HOW CAN YOU MAKE IT BETTER?

It is not our usual practice to respond to rumors. We do not want to waste our time in this. There is no truth to the rumor that Consolidated Intergalactic plans to close its Lumbertown plant.

There are no such plans, and in fact we have begun soliciting bids for equipment for a new assembly line—which may be the source of the rumor. At this time, we are not prepared to make an announcement about the expansion, but we do want to bring an end to a completely incorrect rumor that has upset some of our valued employees here.

HOW CAN YOU MAKE IT BETTER?

It is not our usual practice to respond to rumors, but we do feel it necessary to make an exception in this case. Consolidated Intergalactic has lot of plans and enough funds to run Lumbertown plant. We have skilled and loyal stakeholders to run the plant successfully. In fact, we have begun soliciting bids for equipment for a new assembly line—which may be the source of the rumor. We may make an announcement about the expansion in future and the work for it has already started. Our design committee meeting is scheduled next week for this purpose and through this move, we do want to bring an end to a completely incorrect rumor that has upset some of our valued employees here.

HOW CAN YOU MAKE IT BETTER?

With apologies, I must cancel our scheduled appointment for next Thursday, May 4. I have just been assigned by the company to make a trip to New Guinea to meet with one of our key suppliers and as I am sure you understand this will keep me out of the office for more than a week.

I will not be available till May 22. I'm sorry for the inconvenience.

With apologies, I wish to reschedule our appointment planned on Thursday, May 4. I have just been assigned by the company to make a trip to New Guinea to meet with one of our key suppliers and as I am sure you understand this will keep me out of the office for more than a week.

I will be available any day after May 22. If that works for you, please give me a call or send me an e-mail and we'll reschedule. I'm sorry for the inconvenience.

HOW CAN YOU MAKE IT BETTER?

- It is with regret that I have to cancel my plans to be your guest at the Honors Dinner for graduate students at Lumbertown Community College. You can have someone else for this purpose. Sorry for the inconvenience.

- It is with regret that I have to cancel my plans to be your guest at the Honors Dinner for graduate students at Lumbertown Community College. I have just been asked to travel to Chicago on that day for an important business meeting and will not be back in time for the dinner. If you would like a proposal for a replacement, can I suggest asking Justine Saul, our Director of Legal Affairs? She is a graduate of LCC and has been involved in many programs at the college on behalf of Consolidated Intergalactic. In any case, please accept my apologies for this unavoidable cancellation.

HOW CAN YOU MAKE IT BETTER?

It is really disappointing to note that the way you spend the company funds is going to be disastrous for the company. Your most recent monthly reports show a significant amount of overspending in all of the budget lines you manage. Therefore, we demote you to take up a nonmanagerial position in the Customer Service Department.

- This is to inform you that we continue to have concerns about your ability to keep spending within the financial plan. In the past six months you have received weekly reports from an analyst in the Accounting Department as well as coaching from your department head. However, your most recent monthly reports show a significant amount of overspending in all of the budget lines you manage. We value your dedication to the company and would like to find a way to help you in your career here at Consolidated Intergalactic. At this time, though, we have decided to offer you a new nonmanagerial position as a product specialist in the Customer Service Department, and we hope you will accept this reassignment.

HOW CAN YOU MAKE IT BETTER?

- Your monthly sales figures continue to fall well short of goals. As we discussed today, you have not met your quota for five of the past six months, and overall have booked sales 31 percent below expectations for the current fiscal year. We have offered you training and coaching as well as special pricing for several of your most important clients but we have not seen progress in your sales numbers.

You are expected to **raise your monthly sales figures** as per the expectations of the company to **strengthen your position** in the company and **qualify yourself for** your current position before the next Annual Review. You can refer to the last year's Annual Report to check **the achievements** of the awardees. We have always offered you training and coaching as well as special pricing for several of your most important clients. Please, **utilize these opportunities to improve your productivity**. **Do let us know** if you need any extra coaching and training to keep up your productivity.

HOW CAN YOU MAKE IT BETTER?

We have decided to terminate your employment with, effective immediately. Please report immediately to Howard Mussina in Human Resources to discuss the package of benefits and assistance we offer terminated employees.

I hope this message finds you well. After careful consideration, we have made the difficult decision to end your employment with [Company Name], effective [last working day]. This decision has not been made lightly, and we want to express our sincere gratitude for the contributions you've made during your time with us.

Your efforts in [mention specific positive contributions or projects] have been appreciated, and we have truly valued your dedication and hard work. While we may be parting ways professionally, we believe that your skills and experiences will continue to serve you well in the future, and we are confident that you will find success in the next chapter of your career.

We are committed to supporting you during this transition. Please feel free to reach out to **[HR or relevant department]** for any assistance with your exit process, including final paperwork, benefits information, or any questions you may have.

Thank you again for your time and efforts at [Company Name]. We wish you all the best in your future endeavors and hope **our paths cross again under different circumstances.**

HOW CAN YOU MAKE IT BETTER?

- I am writing to formally tell you that you have appointed as -----
--. You need to come to work on -----. Your starting salary is ----- It's a full-time position. Please call me if you want to know more.

I am pleased to formally offer you the position of [Job Title] with [Company Name]. After careful consideration, **we believe that your skills and experiences are a great match** for our team.

Your **start date** will be [Date], and **your working hours** will be from [Start Time] to [End Time], Monday through Friday. **As discussed, your starting salary will be** [Salary] per [hour/year], and **you will be entitled to** [benefits, such as health insurance, vacation days, etc.].

Please confirm your acceptance of this offer by [Date], and let us know if you have any questions or need further details. You can reach me at [Phone Number] or [Email Address].

We are excited about the prospect of you joining our team and **look forward to** your positive response.

. How will you resolve this conflict?

In your diverse workplace, a younger colleague's casual communication style, involving informal language and digital shorthand in emails, is misunderstood by an older colleague who interprets these communications as unprofessional and dismissive.

The misunderstanding escalates when the older colleague confronts the younger one, leading to a heated exchange where intentions and words are misinterpreted on both sides, creating a tense atmosphere within the team.

. How will you resolve this conflict?

Your company has decided to relocate the main office to a more modern but distant location as part of a strategic effort to attract better talent and accommodate growth. While the new office boasts advanced facilities like a gym, kitchen, and meditation room, several long-term employees express dissatisfaction.

They are concerned about the longer commute and the unfamiliar new setting, fearing it might disrupt their work-life balance and daily routines.

. How will you resolve this conflict?

In your team, one member, Alex, consistently arrives late, misses deadlines, and spends a considerable amount of time on personal calls and social media during work hours. This behavior has not only impacted his productivity but also frustrated other team members who are committed and hardworking. The growing resentment is palpable, and team morale has started to decline as other members feel they have to compensate for Alex's lack of professionalism.

. How will you resolve this conflict?

In your department, a recent promotion has intensified underlying tensions. Mike, a long-standing team member, was overlooked for a promotion in favor of Sarah, who is newer but brought significant recent successes to the team.

Mike feels his experience and loyalty to the company have been undervalued, leading to resentment towards Sarah. This resentment manifests in Mike challenging Sarah's decisions publicly and undermining her authority in front of the team, creating a divisive atmosphere.

BAD EXAMPLE:

- Dear [Supervisor's Name],
- I am writing to let you know that I am resigning from my position as Marketing Manager at [Company Name]. My last working day will be [Last Working Day].
- I've decided to leave because I feel like it's time for me to move on. I'm grateful for the experience, but I think I need to find something else that aligns better with my goals. I won't be able to help with the transition, but I'm sure things will work out.

Dear [Supervisor's Name],

I hope this letter finds you well. I am writing to **formally resign** from my position as Marketing Manager at [Company Name], effective [Last Working Day, typically two weeks from the date of the letter].

After much consideration, I have decided to step down from my role due to personal reasons that require my immediate attention. This has **not been an easy decision**, as I have **thoroughly enjoyed working** with the team and contributing to the success of our projects over the past three years.

I want to express my sincere gratitude for the opportunities I have had here. The support and collaboration within the team have been invaluable to my professional growth, and I will always look back on my time at [Company Name] with appreciation.

I am happy to assist with the transition process in any way that will help make it as smooth as possible. Please let me know if there are any specific tasks or responsibilities I can help with before my departure.

Thank you once again for the opportunity to be part of such a wonderful company. I wish you and the entire team continued success.