TASK 01

CT-21001

1. Conciseness: As you requested, I am submitting my recommendations for improving our customer data-base.
2. Persuasion: Such things do happen, despite our best efforts. When they do, we are glad to send a replacement. Like our customers, we will settle for nothing less than the highest quality.
3. Polite yet professional tone: The last two weeks in October have been set aside for budget planning. As you and I know, we have only scratched the surface of our teleconferencing projects for the next five years. Because you are the specialist and we rely heavily on your expertise, we need you here for these planning sessions.
4. Clarity: A comparison of our electricity bills with those of our neighbouring businesses suggests that the utility meter in our store may not be accurate.
5. Effective and proper opening: Thank you for providing the Manhattan chapter of the IMA with one of the best presentations our group has ever heard.
6. Effective and proper closing: With your credentials I am certain you will find a suitable position because you have a great deal to offer. Please accept my best wishes for the future.
7. Necessary and relevant details: Take a look at the next page for a complete outline of the one-day workshop agenda... for just $149, you can set a course for a lifetime of supervisory excellence. You’ll be able to attend Excelling as a Manager or Supervisor in:

Cincinnati, OH August 6, 2013

Cincinnati, OH September 11, 2013.