

E-MAIL WRITING

E-MAIL WRITING

- E mail stands for electronic mail. It is the easiest and the cheapest way of communication. It is used in formal, semi-formal as well as an informal way of expression or writing. The email writing format is the same for each of the categories. Though the choice of words and language differ depending upon the type of email.
- One can use friendly and casual language in informal emails. The language used in formal emails should be professional, clear, and formal.
- An email written for any friends, family members or relatives comes under this category. Use of polite, friendly and casual words along with proper greetings and closings are some of the rules

EXAMPLE

1. Write an E-mail to the principal of your college requesting him to arrange a charitable show to help the deaf and blind.

From: xyz@gmail.com

To: theprincipal@gmail.com

Cc:

Subject: To help blind and deaf- reg

Respected Sir,

With due regards I, xyz on behalf of the student council, wish to bring to your kind notice that we have decided to organize a Charitable show in our college auditorium. The income collected through this show will be used to help the blind and deaf students of our area. As they are neglected lot in the society. We have decided to do so. Therefore, I request you to allow us to organize the show. We have invited some of the famous personalities in town to grace this occasion.

Thanking you,

Yours faithfully,

xyz

LETTERS OF ENQUIRY

Business Enquiry Letter – Regarding the Purchase of Materials in Bulk

89 B, Shamma Cottage

Devakottai

Karaikudi

Tamil Nadu – 630201

2nd January, 2022

The Manager

Fabloe Cloth Company

Katargam

Surat – 395003

Subject: Business enquiry for bulk purchase of fabrics

Sir/Ma'am,

I am writing in regard to our intention to buy cloth materials in bulk. I came across your store, and we had a talk with your supply manager in this regard. I own a boutique that sells customised clothing, and I am in need of materials that would be suitable for sarees, salwar suits and lehengas. I am looking for crepe, georgette, double georgette, linen, cotton, silk cotton, jute, brasso silk, and chiffon materials. It would be a great help if you could send me the colours and patterns available in these categories and also the pricing details for each. I would also like to know if it is possible for you to customise colours and patterns for me.

Once I have a look at the different patterns and colours you have, I will let you know the ones for which you can send me samples. I will meet you in person to discuss the final pricing and the quantity of different fabrics I need. Feel free to contact me in case of any questions.

Thank you.

Yours sincerely,

Signature

Sample Quotation Letter – Requesting for a Quotation Letter with the Fee Details of Various Courses

25 B, Pavilion Apartments

Anna Nagar

Chennai – 600023
21st August, 2021

The Managing Director
VITA Training Academy
39, Alangad Census Town
Paravur, Ernakulam – 683513

Subject: Enquiry about Selenium Automation with Java/Python and Selenium with Appium courses

Respected Sir/Ma'am,

I have been working as a Manual Tester for four years. I am looking for short-term certificate courses to upskill myself and to suit the growing needs of my company. I came across your institute and found it to be highly promising and efficient.

I would like to know the details about the fees and duration of the Selenium Automation with Java/Python and Selenium with Appium courses. It would be highly appreciated if you could provide me with a quotation of the fees applicable for each of the courses as I have to submit it to the management. Also, if there are other Automation courses that would be suitable, please let me know.

I request you to kindly send me the quotation letter as soon as possible so that I can start taking classes soon.

Thanking you

Yours faithfully,

Signature

SHANU SHYAM

Claim and Adjustment Letter

A letter of claim is a letter that is written to notify someone of incomplete or unsatisfactory work on a specific project. Also known as a letter of complaint. Typically, a claim letter opens (and sometimes closes) with a request for adjustment, such as a refund, replacement, or payment for damages. A reply to a claim letter is called an adjustment letter. A claim could be of many kinds: Car insurance claim, Health insurance claim, Life insurance claim, Claim against theft etc.

Claim Letter

[Your Address]

[Your Contact Information]

[Date]

[Recipient's Name] (If available)

[Recipient's Job Title]

[Recipient's Company Name]

[Recipient's Address]

Dear [Name],

I am contacting you with regards to the shipment number 1499 that we ordered on [some date]. I want to draw your attention to certain important matters.

First, the shipment was scheduled for delivery on [some date] but was actually delivered on [some date]. The delay in delivering the products caused disruption to our workflow and a significant amount of inconvenience to our customers. Your team failed to inform us of the delay, and could not make even a quick phone call or an email correspondence.

Second, the quality delivered was 1,500 packs, which is 500 less than our order. Again we were forced to inconveniently adjust our business process to accommodate the incomplete supply from your side.

I hope that you agree with me that this business conduct is not acceptable under any circumstances and that your team is fully responsible for this incident. We expected a more professional service from a company of your size and reputation. We are truly disappointed and frustrated from what happened.

In the light of what has happened, we request you to send the missing quantity as soon as possible. Additionally, your company is required to reimburse [your company name] with an amount of [some amount] as listed in the terms and conditions of the agreement signed by both parties. I am sorry that the issue reached to this point but we can't compromise with the satisfaction of our customers nor accommodate errors like that.

Sincerely,
Your Name
Designation

Writing responses to complaints

How you reply to a customer complaint can have a significant impact on its acceptance and your chances of retaining the customer. Writing an effective response to a customer complaint reinforce a positive brand image for your company.

How to write a response to customer complaint?

1. Read the entire complaint
2. Apologize for any inconvenience
3. Explain what may have caused the issue
4. Propose an actionable, detailed solution
5. Explain how you can improve the customer's experience in the future.

6. Offer an incentive
7. Encourage customer response
8. Reply to any follow-up letters or questions.

EXAMPLES:

Write a letter responding to the complaint given against the subscription access issue.

Dear (name),

I sincerely apologize for the inconvenience these issues may have caused you. I have taken the liberty of refunding your subscription fee for this month. You will continue to have full access to all features of our software.

It appears that the connectivity issues you experienced were caused by a malfunction on our server. Poor connectivity is also the most likely cause of your inability to save your update. Our team has identified the source of the issue and is working actively to implement a fix. We estimate that the problem will be fully resolved within the next hour. I'll reach out directly to let you know as soon as your access is restored.

Further, we'll be migrating to new servers within the next months, which will provide further stability to our service. Please don't hesitate to contact us if you need further assistance. Thank you for taking the time to provide us with valuable feedback.

Sincerely,
XXXX

Write a letter responding to the complaint regarding the delay in the order given.

Dear (name),

I am so sorry to learn that your order has not arrived. I understand how frustrating this must be.

I've tracked your package via the U.S. Postal Service, and it's currently listed as (place). If you'd like to keep track of your package's status, you can visit this link: (link)

Please contact me directly if your package has not arrived by (date) by responding to this message. Alternatively, you call me directly at 1-234-567-8910

Once again, I sincerely apologize for the inconvenience.

Best regards,

XX

Write a letter responding to the complaint regarding the service provider.

Dear (name),

Thank you for your email. We take customer satisfaction seriously and are glad to hear from you.

First, I would like to apologize for the frustration you've been experiencing recently. I want you to know that we appreciate your feedback. It will allow us to resolve any problems that occur and help us to improve our services.

We're proud that you've selected our company as your service provider for the last five years, and we'd like the opportunity to resolve your concerns and earn your continued trust.

To help us route your complaint to the appropriate department who can address your concerns, we'd be grateful if you can provide us with additional details regarding your experience by filling out the attached form.

We are truly sorry for the inconvenience and hope to offer you better services in the future.

For any questions or further assistance, please reply to this message or call us at 1-23-456-78-910.

Best regards,

Xxx