

**EXCEL GROUP INSTITUTIONS
CENTER FOR TRAINING AND PLACEMENT
E Mail Writing**

Directions:

1. Use all the phrases given
2. Minimum words should be 50 otherwise your email cannot be validated
3. Addressing and signing should be done as in the question given.
4. Common grammatical rules, punctuation should be according to standard english.
5. you can use your own phrases along with the phrases given.

1. As a member of your residential society, write an email to inspector of local Police station, Mr.Sharma, informing him about miscreants who ride their bikes rashly every evening outside your society. Sign the email as william.

residential area - ride - rashly - children - play - elderly - walk - grocery shop - across the road - dangerous - accidents - nuisance - action - immediately.

Sample Answer:

Dear Mr.Sharma

We are the residents of Siddartha Nagar. We would like to bring to your notice that a few guys are riding their bikes very rashly in the evening hours in the main road of the colony. As you know that this is the time when children play on the road and elderly go for an evening walk. Also there is a grocery shop across the road and many housewives used to cross the road to buy any groceries. In the recent times we observed that due this rash driving many accidents were happened and several injured. This is creating a constant nuisance for all. So we would like to request you to take necessary action to curb these activities

Thanks & Regards,
William

2. As a recent buyer of their car, write an email to the Manager of Smart Automative company, Mr.Ahmed, regarding the poor quality of service facility available in the city. Sign the email as Chopra.

Outline:

very few - service centers - complaints - pending problems - maintenance - cost - time - delivery - increase - customer satisfaction

Dear Mr. Ahmed

I recently bought Fiat palio from "Sridhar Fiat show room" in Nagole. Recently I faced small problem with car AC and bought the car for maintenance. But to my utter surprise, the showroom staff told me that service is not available in their showroom and they asked me to take the car to near by service center. I found that there are very few service centers available compared to sales showrooms, and there are many complaints regarding this. This in turn is causing many pending problems and increased

maintenance cost, time and delivery time. I would like to suggest you that if more service centers are opened in the city, customer satisfaction also goes up which finally converts into more sales.

Thanks and Regards
Chopra

3. As a former student, write an email to your professor, Mr.Matt, thanking her for teaching and guidance that contributed to your overall development. Sign the email as peter.

Outline:

Successful - Placed - grateful - help - advice - grooming - values - shaping my future - sincere - professional

Dear Mr.Matt

I am very happy to tell you that I got successful in the recently conducted campus placement drive at my college. I am placed with TCS. I am extremely grateful for your help regarding my preparation. More over your advice regarding personality development helped for my personal grooming. In addition to that, your style of teaching inculcates not only those skills related to professional success but also for developing values which I believe helps for shaping my career. Once again I would like to thanks for your sincere and professional help.

with warm regards
Peter.

4. As an intern at ABC consulting Pvt.Ltd, write an email to your internship Project Manager, Mr.Ramesh, informing about the progress that you are making and some difficulties that your are encountering. Sign the email as Ben.

Outline:

Thank - challenging - progress - tight schedule - support - report - analytics - guidance - access - doubt - requirements - design.

Dear Mr.Ramesh

Thank you for allotting a challenging project for my internship. I am making steady progress and learning many new things. The project is due next month and we are on tight schedule. I need some additional support with regard to the reporting of Analytics. Your guidance helped me access the database with ease but I have several doubts regard to the requirements of the design. But I am facing little problem in reporting.

Thanks and regards
Ben

5. As a resident, write an email to the Municipal commissioner of your city, Mr.Ashok, reporting nuisance of a building under construction beside your place. Sign the email as Kumar.

building - construction - long time - three years - water usage - mosquitoes - unhygienic - construction workers - bad behaviour - attention -request - action - immediately

Dear Mr.Ashok

I am a resident of Indira Nagar. I would like to bring to your kind notice that M/S abc constructions limited has started a building construction in our locality. For the last three years the work has been progressing very slow and lot of water is being used indiscriminately by the company. Due to unhygienic conditions created by the construction, mosquitos, pigs are growing fast in this locality. In addition to this, most of the ladies and young women are reporting the construction workers bad behaviour. I request you to pay attention to this problem and take action immediately.

Thanks and Regards

Kumar

6. As a student representative of your department, write an email to your batch mates, suggesting a party for Head of Department Prof.Sunil who is retiring next month. Sign the email as Sam.

inform - retire - plan - surprise - party - host - family - exceptional teacher - guide - mentor - groom - students - helpful - together – memorable

Hi all

I would like to inform you that our Head of Department Prof.Sunil is goint to retire next month. We all know that Prof.Sunil is an exceptional teacher and guided us in many typical situations during our project time. In addition to that, he mentored and groomed many of our seniors to grow into leadership positions. For his helpful contributions, we will host a small party to surprise him. We also invite his family. Please inform all the students and together we make it successful and this will be memorable for us forever.

Thanks and regards

Sam

7. As a student representative of your college, write an email to the Principal of Professional Engineering College, Prof.Deb Chatterjee, inviting his institute to participate in the Technical symposium being organized in your college. Sign the email as Sam.

Invite - technical Symposium - previous - success - expecting - huge participation - latest technology - stalls - demos - interaction - topics - complete - exchange ideas - exciting prizes.

Dear prof. Chatterjee,

I would like to inform you that we are going to organize a technical symposium on fourth sunday of this month. Many eminent personalities form industry and academia are going to participate in this event. Looking at the previous year success of the event, we are expecting huge participation this year. In this event the students shall get to know about the latest technologies. Many eminent vendors are setting up their stalls to give demos about their products. In the symposium, there will be

some topics for interaction. Various competitions are being held as a part of the symposium. It is wonderful opportunity to exchange ideas and win exciting prizes.

Thanks and regards
Sam

8. As a supplier, write an email to the manager of M/S Big wheel Manufacturing Company, Mr.Chopra, intimating of their payment that is due for the products delivered to them three months ago. Sign the email as Ramesh

On time - delivery of goods - three months - credit period - overdue - payment - of the earliest - longstanding - relationship

Hi Mr.Chopra

You are a valuable customer of our company for a very long time and we appreciate your business. And you always make payments on time . But recently, we observed that we have not received payment for the delivery of goods we made on 15th may this year. Three months credit period was also over and payment is over due. I request you to make payment for the above goods delivered of the earliest. We are looking forward for a longstanding relationship with your company.

Thanks and regards
Ramesh

9. Using the following phrases, write an email with minimum of 70 words to the customer Mr. Gill Roy explaining delay to the project.

Payment processing system – Schedule – 10th May (Friday) – Unexpected power outage – 3 days – Overall delay – 7 days – includes recovery of lost work – will not recur

Sample Answer:

Dear Gill Roy

The project “Payment processing system” was scheduled to be delivered on 10th May (Friday). However, due to an unexpected power outage in our offshore site for the past 3 days, work did not progress as expected. Also we lost a few of our works as backup systems did not come online. Hence we are expecting an overall delay includes recovery of lost work in the delivery of the project for a maximum of 7 days within which our team will work on the issues. Apologies for the delay and we will ensure that the mistake will not recur in future again.

Thanks and Regards
XXX

10. You are a part of corporate communication team in your company. The working time period is revised as 8:30 am to 5:00 pm. Using the following phrases, write an email with a minimum of 70

words and a maximum of 100 words to the employees in your company informing the same.

**by 30 minutes to avoid traffic - effect from next week - lunch duration-revised working time
- reduced by 10 minutes-free breakfast-office will start earlier-till the end of rainy season-
will be in effect.**

Dear All

We hereby announce a change in the work timings as 8.30 AM to 5.00 PM, with effect from next week, till the end of rainy season Which means, office hours would commence 30 mins earlier to cover up minimum 30 Mins extra time being spent during peak hour traffic during monsoons. Also, additional changes include reduction of lunch duration by 10 minutes & timings of free breakfast are now applicable from 7.30 AM to 8.30 AM only. Since request to each one of you to adhere to the new timings.

Have a nice day

Regards

Lead - Corporate Communications