

Email writing exercises

(1) You just went on a job interview for a position that would be a big step for you, career-wise. You are writing an email to the person who interviewed you, thanking him or her and restating your qualifications and interest in the position, and why you are the ideal candidate for the position.

(2) A potential big, important client is coming in from California to meet with you and your President to learn more about the services offered at your advertising agency. You have to write him with your coordinates, hotel information, directions to your office and entertainment arrangements for the evening he will be here.

(3) You are planning a 25th anniversary surprise party for your parents. You are sending an email to friends and family with the party coordinates and hotel info for the out of town guests. This has to be a surprise. Gifts would not be appropriate, because your parents would probably prefer donations to their favorite charity in their name.

(4) You are having problems with the camera you just bought. The pictures just aren't clear. You cannot reach a customer service agent on the phone, through the website you can only send in an email that explains your problem. The camera is only 2 months old, it doesn't work and you are very upset. You are writing an email explaining the problem with the camera, and need guidance about what to do since it is still under warranty.

(5) You work for a large mail order house. One of your regular customers has just emailed you that she is very upset because the packaging for the \$500 worth of goods that she ordered was ripped and crushed, ruining a few items. She wants compensation and is threatening to no longer do business with you. You have to write her back and deal with the problem.

(6) You are President of a company that has just reported a 35% increase in sales over the past year. You and your shareholders are very excited. You write an email to your management team thanking them for their efforts, and ask them to relay this info to their teams.

(7) You just organized a very successful 3 day meeting for your sales managers at a hotel in Barcelona. You want to send an email to the person at the hotel who helped with the arrangements, both the hotel and entertainment plans, thanking them and letting them know about the successful event.

(8) A good customer has still not paid their \$10,000 bill that is now 60 days overdue. You are obviously very concerned. Your many phone calls have not been returned. You need to write this client to explain exactly what is due and workout a payment plan. You have to tell her that, although you would prefer to not have to go this route, if you don't hear from him/her in a certain amount of days, you will have to refer the account to a collection agency.

(9) You are an accountant that has decided after many years of working in a big company, to set up your own business with a few colleagues. You feel you will be able to offer better and more personalized service. You have to write a letter to you clients telling them about your plans and hoping that you will continue to be able to work with them in your new venture.

Exercises On Writing A Friendly Email

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