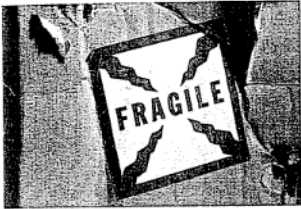


- ▶ level of formality
- ▶ formal and informal expressions
- ▶ writing emails



3.5 Writing Emailing: quality problems

Discussion

1 In small groups, look at the quality problems below and answer these questions.

- 1 How could each problem impact on operations in a company?
 - 2 What would you ask a supplier to do to solve the problem?
- A rented photocopier is out of order for the third time in a week
 - A new lab-ware washing machine has a major design flaw
 - Pallets of goods are often damaged in transit
 - A subcontractor has just delivered 5,000 faulty sensors to the car production line

Model

2 Read the three emails on the left and match them with the replies on the right.

1

✉ EMAIL

Dear Ms Luce,
Due to unacceptable scratch marks, our QA Department has had to quarantine 45 of the batch of 100 dashboard modules delivered to the FX8 production line this morning.
As you are aware, if we are forced to stop the production line, the normal penalty clauses will take immediate effect. So, in our mutual interest, I would be grateful if you could give this matter your immediate attention.
Please could you keep me informed of what action you intend to take?
Yours sincerely,
Abdel Bakkar

2

✉ EMAIL

Hi Karl,
You've delivered the wrong pallets again – 75 1200 x 1000mm instead of 1200 x 800! What's up at your end? We'll need them by Monday. Can you see to it?
Keep me posted.
Thanks.
Jessica

3

✉ EMAIL

Dear Mr Schmidt,
I'm writing regarding the water fountain we rent from you. It leaked over the weekend, flooding part of our reception area and staining the carpet in the process. Obviously, this has caused us considerable inconvenience, so could you please act quickly to put things right.
Please let me know what you plan to do.
Yours sincerely,
Amy Brown

a)

✉ EMAIL

Dear Ms Brown,
I'm very sorry about the problems caused by our fountain. We'll replace it immediately. Would tomorrow morning suit you?
Regarding the carpet, I'm sure we can find a solution. We'll arrange to have it cleaned, or replaced if necessary. Please don't hesitate to call me if you wish to discuss the matter and once again my apologies for the inconvenience caused.
Yours sincerely,
Harry Schmidt

b)

✉ EMAIL

Dear Mr Bakkar,
I'm very sorry and somewhat surprised to hear that 45 dashboards were delivered to you with scratch marks. I can assure you that we check each module individually before shipping.
I have checked with our warehouse department and we should be able to deliver replacements by express delivery tomorrow afternoon.
We will, of course, be investigating this issue further to ensure that it does not happen again.
Once again, please accept our sincere apologies for the trouble caused. Please don't hesitate to call me if you wish to discuss the matter.
Sincerely yours,
Marta Luce

c)

✉ EMAIL

Hello Jess,
Sorry about that. We're still having teething problems with our new ERP system. Don't worry. I'll get onto it straight away; you should have the 800s by Friday and I'll have the 1000s picked up.
Sorry to be a nuisance and I'll make sure it doesn't happen again.
All the best,
Karl