

CHAPTER 2. PLANNING BUSINESS MESSAGES

TASK 1. Revise the following sentences to emphasize the perspective of the audience and the "you" view.

1. We are taking the proactive step of issuing all our customers new chip-enabled credit cards to replace expired or lost cards and prevent increasingly costly payouts we have suffered from fraud.
2. We take great pride in announcing our new schedule of low-cost, any-day flights to Hawaii.
3. Our strict safety policy forbids us from renting power equipment to anyone who cannot demonstrate proficiency in its use.
4. We're requesting that all employees complete the attached online survey by April 1 so that we may develop a master schedule for summer vacations more efficiently.
5. Our social media engineers are excited to announce a new free app called Fan Boosters that we believe will get fans to share, like, and subscribe to your content.
6. To save the expense of having team trainers set up your training classes in our limited office space, we suggest offering a customized class for your employees right in your own building.
7. Because we take pride in our national policy of selling name brands at discount prices, we can allow store credit but we cannot give cash refunds on returned merchandise.

TASK 2. Revise the following to make the tone conversational yet professional.

1. As per your recent request, the undersigned is happy to inform you that we are sending you forthwith the procedure manuals you requested.
2. Kindly be informed that it is necessary for you to designate the model number of the appliance before we can submit your order.
3. BTW, Angela went ballistic when the manager accused her of ripping off office supplies.
4. Pursuant to your e-mail of the 12th, please be advised that your shipment was sent April 15.

TASK 3. Revise the following statements to make them more positive and courteous.

1. Construction on your building is at a standstill because the contractor is unable to pour footings until the soil is no longer soggy.
2. A passport cannot be issued until an application is completed and a recent photo is included.
3. Your message of April 1 claims that the blade in your food processor malfunctioned. Although you apparently failed to read the operator's manual, we are sending you a replacement blade PLUS another manual. Next time read page 18 carefully so that you will know how to attach this blade.
4. Customers are ineligible for the 25 percent discount if they fail to provide the discount code at the time of purchase.

Solution Chapter 2 Planning Business Message

Padhraic Smyth



Solution Chapter 2 Planning Business Message:

Solution Chapter 2 Planning Business Message Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has are more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "**Solution Chapter 2 Planning Business Message**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we will delve in to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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Table of Contents Solution Chapter 2 Planning Business Message

1. Understanding the eBook Solution Chapter 2 Planning Business Message
 - The Rise of Digital Reading Solution Chapter 2 Planning Business Message
 - Advantages of eBooks Over Traditional Books
2. Identifying Solution Chapter 2 Planning Business Message
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Solution Chapter 2 Planning Business Message
 - User-Friendly Interface
4. Exploring eBook Recommendations from Solution Chapter 2 Planning Business Message
 - Personalized Recommendations
 - Solution Chapter 2 Planning Business Message User Reviews and Ratings
 - Solution Chapter 2 Planning Business Message and Bestseller Lists

5. Accessing Solution Chapter 2 Planning Business Message Free and Paid eBooks
 - Solution Chapter 2 Planning Business Message Public Domain eBooks
 - Solution Chapter 2 Planning Business Message eBook Subscription Services
 - Solution Chapter 2 Planning Business Message Budget-Friendly Options
6. Navigating Solution Chapter 2 Planning Business Message eBook Formats
 - ePub, PDF, MOBI, and More
 - Solution Chapter 2 Planning Business Message Compatibility with Devices
 - Solution Chapter 2 Planning Business Message Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Solution Chapter 2 Planning Business Message
 - Highlighting and Note-Taking Solution Chapter 2 Planning Business Message
 - Interactive Elements Solution Chapter 2 Planning Business Message
8. Staying Engaged with Solution Chapter 2 Planning Business Message
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Solution Chapter 2 Planning Business Message
9. Balancing eBooks and Physical Books Solution Chapter 2 Planning Business Message
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Solution Chapter 2 Planning Business Message
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Solution Chapter 2 Planning Business Message
 - Setting Reading Goals Solution Chapter 2 Planning Business Message
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Solution Chapter 2 Planning Business Message
 - Fact-Checking eBook Content of Solution Chapter 2 Planning Business Message
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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