

Business Communication  
Writing effective e-mails

The purpose of this activity is to give you the opportunity to examine and correct an ineffective e-mail document. Using the concepts in the chapter and discussed in class, write out a revised version of this e-mail that is clear, concise, and to-the-point that will help in solving the problem. You may use the back of this page.



<b>Subject:</b>	no good warranty
<b>Date:</b>	Thur, 1 Feb 2007 14:04:43 -0800
<b>From:</b>	"Newman, Ron" <rnewman@sbccd.cc.ca.us>
<b>To:</b>	customerservice@towbindodge.com

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to the complaint department,

Josh Towbin is rewarding fraud and thievery in your dealership by selling unsuspecting customers warranties that are not good and not being honored by the cars maker Dodge/Chrysler.

I purchased an extended warranty that is not being honored by the own vehicle manufacturer. What kind of scam is this? I do believe now that He is a thief and a crack head. I have heard that he is a heavy user of cocaine and drugs, and now I believe it.

I am going to tell all my friends not to get their cars from your place and if they still want to because of price i'll tell them to go ahead, buy your vehicle from him and see what type of service you get. You probably wont get any service at all and wish you listened to me.