

YOUR MISSION:

Read the example of a poorly written email shown on the right. With your group, come up with five improvements you can make to this email following the Six C's of Clear Email Communication. Write those improvements below.

If you have time, feel free to partner up with someone and work together to write a new-and-improved version of this email.

Subject: Help with customer



From: Joe Smith <joe.smith@awesomewidgets.com>
To: staff@awesomewidgets.com

Mon 3/14/2023 1:05pm

This was the email I went off of for scheduling the customer's repair as I took it as Sam would cover the week. I should have confirmed with you to triple check. Is he available as I took your name off all communications when you said Sam would handle it. If not, I'm not sure what I will do but adjust the schedule again as I know it's a priority along with the other priorities that Juan mentioned last week with this customer, I'm sick and tired of everybody changing everything ALL THE TIME so I don't know how to fix this and not make 3 other customers really angry.

get back to me
Joe

YOUR IMPROVEMENTS:

1

2

3

4

5