

Communicating in the Workplace

Administrative Accounting and Bookkeeping Program

Exercise: Confusing Emails

1. Unclear Call for a Meeting

Subject: Need Some Info ASAP

Hi, I'm trying to finish the thing we talked about but I can't get it done because the stuff you sent doesn't have what I need. I thought you were going to send the updated version but maybe you forgot or something. I tried to start anyway but it didn't work, and now I'm kind of stuck. It's due soon and I don't want to restart everything, but I might have to if I don't get the right details.

Also, there's something weird with the files because they won't open right on my computer. It keeps saying something about the format being wrong. Maybe try resending? Or maybe send whatever else you think I need to know, because there might be more things missing too.

Hopefully you can do this fast.

—Jordan

Rewrite the email so the request is specific and polite. Clearly explain what information or files are needed, describe the issue, and give the reader a reasonable next step. For your information:

- *The “thing” the sender talked about with the recipients is their work on drafting an updated email policy for the office.*
- *The thing the recipient was supposed to send was a Word .docx of the current draft of the new policy.*
- *The files the recipient did send, that wouldn't open on the sender's computer, are reference copies of the current policy and some supporting documents in Adobe Flash format.*

2. Unclear Request for Information

Subject: Important Stuff!!!

Hi, so there's been something going on with the schedule but I'm not sure if everyone saw the message from last time. We talked about it a bit but anyway some people still aren't sure what's happening. The time is different now so don't come at the wrong time because that will mess things up for the rest of the group. It was supposed to be earlier but not anymore, but if that changes then we'll let you know later maybe.

Also, I guess we might need people to bring a few things but I don't have the list with me right now. I think someone said snacks but I'm not sure who's doing what. Just make sure you're prepared and let me know if there's any problems or something. Try to reply quick because we have to know sooner rather than later.

Thanks.

—Sam

Rewrite the email so that the purpose, schedule information, expectations, and required items are clear. Make the tone polite and professional. You can make up a date-time for the new meeting, and a date-time for people to respond to this email. The following things need to be brought to the meeting:

- Snacks.
- Post-it notes.
- Dry erase markers.

The following people are attending the meeting and can be assigned something to bring:

- Gunther.
- Dvina,
- Carol.