EMAIL ETIQUETTE ASSESSMENT (Total marks=30)

Section A: Convert these sentences to sound professional in 1-2 sentences (10*2= 20 marks)

S.no	Not so professional	Professional
1.	We didn't understand your issue	We regret we were unable to fully understand your concern earlier
2.	I will never repeat this mistake again	I/we apologize for the delay. Request you extend the timeline by 2 more working days for resolution/submission of xxxxx
3.	Please don't be angry with us	Apologize for inconvenience caused
4.	We will inform time to time	We will share a progress update by [specific time/date] and ensure timely completion.
5	We didn't understand your issue	We have reviewed your complaint in detail and understand that you are awaiting the below mentioned (list) clarifications: a. b. **c.**
6.	We are trying to resolve the issue	We understand the importance of timelines and regret any inconvenience caused due to delay in resolving your issue/concern. Our team in actively working on the issue and will ensure it is resolved /submitted by DD/MM/YYYY
7.	This issue happened because of miscommunication	We would like to inform you mentioned issue occurred due to unforeseen operational constraints/Technical glitch.
8.	Please understand our situation	We apologize and take full responsibility for the delay We are committed to resolving your issue at the earliest.
9.	I will discuss with my higher authorities about this issue	We are working to resolve the issue at the earliest and provide a prompt resolution
10.	We will resolve your issue as soon as possible	We sincerely apologize for the delay in the resolving your issue. To ensure accuracy and quality, we request your kind consideration to extend the due date to [proposed new date].

Section B: Spot the mistakes in Email Etiquette (2*5=10 marks)

1.	**PLEASE REVERT**	**Do not write in capital letters**
2	**Thanks for your patient & sorry for compliant**	**Spelling mistakes –Patience & complaint**
3.	**Subject : Update**	**Give a specific subject**
4.	**Please reply FAST !!!**	**Language ,capital letters & exclamation**
5	**apologies for inconvenience caused thanks for writing to us**	**Punctuation missing**