EMAIL TEMPLATES: 1

Part 1: Internal Email Communication – Job Delay

Sample Internal Email Draft (For Trainer Reference)

Subject: Request for Additional Support – Job Due Date at Risk

Dear [Manager's Name],

I would like to bring to your attention that the job assigned to [Job Name/ID], initially

scheduled for completion by [original due date], may be delayed.

This has occurred due to an unexpected emergency leave taken by an associate who has prior experience with this job. As the task requires specific expertise, additional experienced support would help us complete it within the expected timeline.

Additionally, the client has now marked this job as high priority and has requested completion by [revised deadline]. To meet this requirement and ensure quality delivery, I kindly request assistance from an experienced resource at the earliest.

Please let me know your guidance on the same.

Regards,

[Associate Name]

Part 2: External Email Communication – Job Delay

Sample Email Draft (Escalation Response)

Subject: Apology and Update on [Job Name/ID]

Dear [Client Name],

Thank you for bringing this to our attention. We sincerely apologize for the delay in the

completion of [Job Name/ID].

We understand the importance of timelines and regret any inconvenience caused. Please be

assured that we are actively working on this and have taken immediate steps to accelerate

the process.

We will share a progress update by [specific time/date] and ensure timely completion.

Thank you for your patience and continued support.

Best regards,

[Associate Name]

Scenario B: Proactively Informing the Client About a Potential Delay

Sample Email Draft (Proactive Delay Notification)

Subject: Request for Revised Timeline – [Job Name/ID]

Dear [Client Name],

We would like to inform you that the completion of [Job Name/ID] may require an

additional [number] days due to unforeseen operational constraints.

To ensure accuracy and quality, we request your kind consideration to extend the

due date to [proposed new date].

We truly appreciate your understanding and assure you that the job remains our priority.

Please let us know if this revised timeline works for you.

Kind regards,

[Associate Name]

Scenario 2: Client Says Document Is Uploaded, but We Are Unable to Find the File

Sample Email Draft – Preferred Version (For Trainer Reference)

Subject: Confirmation Requested – Document Location for [Document Name]

Dear [Client Name],

We are currently checking for the uploaded document under the following path for our reference:

[Mention the exact file path / folder location]

Could you please help us confirm if the document has been uploaded to this location? If the file is available in a different path, kindly share the correct location so we can access it immediately.

This will help us proceed further without delay. We appreciate your support and guidance on this.

Best regards,

[Associate Name]

Alternative Version (Slightly More Polite / Softer Tone)

Subject: Clarification on Document Upload Location – [Document Name]

Dear [Client Name],

For your reference, we have been checking the document under the below path:

[Mention the file path]

Request you to please confirm if this is the correct location. If the document has

been uploaded elsewhere, kindly let us know the updated path so we can access it accordingly.

Thank you for your coordination and support.

Regards,

[Associate Name]