EMAIL TEMPLATES -3

Scenario 5: Explaining to the Client That Our Output Is Correct (Without Highlighting Client Mistake)

Sample Email Draft – Preferred (Trainer Reference)

Subject: Clarification on Process & Output – [Job Name / Reference]

Dear [Client Name],

For your reference, we would like to brief you on the process followed for [job/process name]. The activity was completed as per the agreed scope and methodology. Based on this process, the output obtained was [mention key result/figure].

Request you to kindly review this and let us know if everything aligns with your understanding. In case of any discrepancy or additional input from your end, please feel free to share—we will be happy to review and make necessary corrections going forward.

Thank you for your time and support.

Best regards,

[Associate Name]

Softer Alternative Version (More Collaborative Tone)

Subject: Review Request – Output Validation for [Job Name]

Dear [Client Name],

We have completed the process for [job name] and derived the output based on the standard approach followed. The resulting figure/output is [mention result].

Kindly have a look and let us know your observations. We are open to any clarification or inputs and will ensure alignment as required.

Looking forward to your feedback.

Kind regards,

[Associate Name]

Scenario 6: Clarifying Client Doubts Without Creating a Knowledge Gap Impression

Sample Email Draft – Preferred Version

Subject: Process Alignment Confirmation – [Job / Task Name]

Dear [Client Name],

Based on our understanding of the requirement for [job/task name], we plan to proceed with the following approach:

- [Briefly describe Step 1]
- [Briefly describe Step 2]
- [Briefly describe Step 3]

This approach aligns with our understanding of the expected outcome. Kindly let us know if this matches your expectation or if any refinement or adjustment is required to streamline the process further.

We are happy to incorporate any suggestions to ensure accurate and efficient execution.

Best regards,

[Associate Name]

Softer Alternative Version (More Collaborative Tone)

Subject: Confirmation on Proposed Approach – [Job Name]

Dear [Client Name],

To ensure alignment, we would like to confirm our understanding of the process for [job name]. The activity is planned to be executed using the outlined approach below:

- [Process detail]

Please feel free to share any inputs or clarifications if required. We are open to

Fine tuning the approach to best meet your expectations.

Looking forward to your guidance.

Kind regards,

[Associate Name]