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Assignment # 3: Two Challenging Messages

It is often difficult to know if an email message is a letter or memo, if it takes on a different form because it is electronically sent.

Tone is important; in a sense, like letters, emails take on a different tone (attitude of writer to reader) depending on the situation of sender and receiver and the type of relationship between them.

Remember that as writers of messages, we need to consider also the context of in-house messaging (within the organization) and out of house messaging (to clients/businesses or service providers outside the organization and to other organizations). If in doubt about formats, see pages 390 to 394 in your textbook.

The Task:

Write **two emails** of about 250 words each that would correspond to the situation required.

1. Imagine that you are a human resources manager. Write an email to all those who report to you informing them that late arrivals, long lunches, and overly casual workplace clothes and behavior will no longer be tolerated.
2. Imagine that you are a manager of a concert hall. Write an email to a service provider who rents equipment and musical instruments complaining that a grand piano was damaged during transport to the auditorium. The concert will be held in seven days and you must have a new piano sent right away.

Assessment/Grading:

Two points will be given for each item below. Each message will be graded out of 10 points.

1. Have you used an audience-centered approach?
2. Is the purpose of your message clear?
3. Have you emphasized the positive? Have you used a conversational tone?
4. Have you balanced details with general statements?
5. Is your writing free of grammatical errors and biased language?



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