

Righting incorrect emails



Name: _____

Department: _____

Date: _____

Score: / 20

Relevant topics:

- Accuracy
- Communication
- Clarity

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Righting incorrect emails

Introduction

We've all made mistakes in our emails. It's easy to write email messages quickly and hit 'send' before we've checked our work. This challenge is about writing accurate email messages.

Instructions

There are two sections in this challenge. In the first, there are paired pieces of information, and in the second, there is a single sentence from an email message. In each case, if everything is correct, tick the 'C' box. If anything is wrong, tick the 'W' box.

Section 1			
1. Email recipient: Mrs Sarah Johnston	<input type="checkbox"/> C	<input type="checkbox"/> W	1. Send to: sarah.johnson@gmail.com
2. Buy now and get 25% off next purchase.	<input type="checkbox"/> C	<input type="checkbox"/> W	2. Discount vouchers are valid from 30 days of original purchase.
3. I'd like to apply for the post of Senior Administrator.	<input type="checkbox"/> C	<input type="checkbox"/> W	3. My current roll requires me to work accurately.
4. Subject line: Agenda for Tuesday's meeting	<input type="checkbox"/> C	<input type="checkbox"/> W	4. I attach the agenda for our next team meeting. See you on Thursday.
5. To: mary.peders@rie.com; jon.davidson@rie.com; rebekah.jacobs@rie.com	<input type="checkbox"/> C	<input type="checkbox"/> W	5. Hi Mary, Jon and Rebecca,
6. The webinar is on 17 November, 2-3pm.	<input type="checkbox"/> C	<input type="checkbox"/> W	6. Please reserve the date and time in your calendar.
7. This seems like an excellent idea.	<input type="checkbox"/> C	<input type="checkbox"/> W	7. It's an opportunity we won't want to miss or go ahead with.
8. We need to get our bid in before the deadline.	<input type="checkbox"/> C	<input type="checkbox"/> W	8. Whose going to send our quotation?
9. Thank you for your business.	<input type="checkbox"/> C	<input type="checkbox"/> W	9. I attach your VAT receipt for your records.
10. Please note that I work part-time.	<input type="checkbox"/> C	<input type="checkbox"/> W	10. I work 09.00 - 15.00 Tuesday's - Thursday's inclusive.

Section 2		
Thank you for your suggestion. I agree the abbreviated version is better.	<input type="checkbox"/> C	<input type="checkbox"/> W
I would of thought that it should have arrived by now.	<input type="checkbox"/> C	<input type="checkbox"/> W
Please book the venue for 31 November, from 09.00 to 17.00.	<input type="checkbox"/> C	<input type="checkbox"/> W
Thank you for your time yesterday. It was good to get your views on the event.	<input type="checkbox"/> C	<input type="checkbox"/> W
I'll be seeking your ideas on whether we shouldn't go ahead or not.	<input type="checkbox"/> C	<input type="checkbox"/> W
We are using four marketing channels: email, social media and telemarketing.	<input type="checkbox"/> C	<input type="checkbox"/> W
As agreed, we'll launch the service at the beginning of next week.	<input type="checkbox"/> C	<input type="checkbox"/> W
Whatever stage your at with the proposal, we can review it on Monday.	<input type="checkbox"/> C	<input type="checkbox"/> W
Call me for your free trial now on 01638 723590.	<input type="checkbox"/> C	<input type="checkbox"/> W
Your order has been sent. Its on it's way to your Birmingham office address.	<input type="checkbox"/> C	<input type="checkbox"/> W

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