

### **Saying no to a request for data**

Thank you for your interest. Because this data would be of strategic importance to our competitors, we treat the information as confidential. Similar information about our entire industry (SIC Code 1473), however is collected in the annual *Census of Manufacturing*. These census reports are available in most public and university libraries and online.

(Ober, modified from material on pp. 299-300)

### **Saying no a request to serve on a committee for a new program**

Hi Wanda,

You did such a good job of explaining the merits of our new Executive-in-Residence program that I've tentatively decided to apply for the program myself. To keep my options open, then, I must ask you to select someone else to serve on the evaluation committee.

I will know by 1 July whether my workload for the fall semester will allow me to apply. I'll be back in touch with you then to see if there is some way I can assist you in getting this important program off to a successful start.

Peter

(Ober, modified from material on p. 307)

### **Announcing a change (price increase)**

Dear Mr. Simons,

The popularity of the Danforth cabin tent that you feature in each issue of Field News is based partly on our exclusive use of a chrome frame. Chrome is twice as strong as aluminum, yet weighs about the same.

Because of the prolonged strike in South African mines, we were faced with the choice of either switching to aluminum or securing the needed chrome elsewhere at a higher cost. We elected to continue using chrome in our tent. This decision to maintain quality has resulted in a change in the wholesale price of the Danforth cabin tent (Item R-885) from \$149.99 to \$164.99.

The Danforth tent promotion in the spring issue of Field News should be changed to reflect his new price. Since the spring issue usually arrives the last week of February, we will bill any orders postmarked before March 1 at the lower price of \$149.99.

We have enjoyed the opportunity to serve ABC members and extend best wishes to your organization for another successful year of providing such valuable service to American backpackers and campers.

Sincerely,

(Ober, modified from material on p. 312)

### **Disagreeing with a suggestion**

Hello Satish,

Your suggestion to team up two employees on each computer during the training sessions to save training time really got me thinking of how important it is that we complete the training before 7 November.

Because customer service representatives (CSRs) must talk on the phone and use the computer at the same time, it's vital that they feel comfortable with the software. We need to ensure that every CSR being trained on the new system gets hands-on experience on the computer for every part of the training so that he or she leaves training feeling confident using the software. Thus we must make sure every employee has his or her own computer during the training sessions.

However I agree that the employees must all be trained before 7 November. Could you come up with another time-saving strategy for ensuring that all of our employees will have a chance to be trained on the new system by that date?

Thank you for your excellent input.

### **Source**

Ober, Scott. *Contemporary Business Communication*, 5<sup>th</sup> Ed. Boston MA, USA: Houghton Mifflin Company, 2003.