

COMM 2293 Assignment 2

by Hayel Saeed

Submission date: 30-Jan-2019 10:47PM (UTC-0400)

Submission ID: 1070865700

File name: Compensation_Paper.docx (67.32K)

Word count: 152

Character count: 799

¹
To: jon.cash@outlook.com

✓ Professional presentation

Subject: Requested Compensation for Unusable Groceries & Car Cleaning ✓ Subject shows purpose. □

Dear Mr. Cash ¹

You will be compensated for the unusable groceries and car cleaning. ✓ Opening states purpose.

We understand how inconvenient it can get when something gets spilled over in one's car. We recently received these new plastic bags and only started using them last week. They are more environment friendly, but ²seemed not to be as strong ³as the old ones. So, we informed all of our cashiers to double the number of bags when packing heavy or delicate items to prevent any bag breaking in the future. ✓ Regains reader's confidence.

You will receive a compensation of \$200, a \$100 for the unusable groceries and an additional \$100 for your car cleaning. Your cheque was sent by DHL EXPRESS tracking#435556771292256 and you will receive it by this Friday, February 1.

✓ Forward looking close

Sincerely,

Hayel Saeed
Administrative Assistant

Good details. Although you don't add a specific goodwill statement, your clear, detailed message should definitely regain Mr. Cash's confidence, and prompt him to continue shopping at Harvest Grocery. 10/10

Harvest Grocery
2300 Gottingen St.
Halifax, NS B3K 3B6
9025553663
www.HarvestGrocery.com

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GRADEMARK REPORT

FINAL GRADE

/0

GENERAL COMMENTS

Instructor

PAGE 1

QM

✓ **Professional presentation**

Format (presentation) follows the guidelines and makes good use of white space.

QM

✓ **Subject shows purpose.**

Additional Comment

But use **and**, not **&**.



Comment 1

colon, not semi-colon

QM

✓ **Opening states purpose.**



Comment 2

This shows empathy (which also builds goodwill).



Comment 3

don't seem to be as strong

QM

✓ **Regains reader's confidence.**

You've explained why this happened and what changes the store will make to ensure it doesn't happen again.

QM

✓ **Forward looking close**

Closing reminds reader of details of the adjustment.

Text Comment. Good details. Although you don't add a specific goodwill statement, your clear, detailed message should definitely regain Mr. Cash's confidence, and prompt him to continue shopping at Harvest Grocery. 10/10

