

# Communicating in the Workplace

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## *Administrative Accounting and Bookkeeping Program*

### Homework: For Day-04 (Due 10 July 2025)

**1. Review the Day-03 handouts:**

- In preparation for a short quiz next day; and
- To note any questions you want to ask.

### Persuasive Message Exercise

**2. Read the following complain email:**

*Dear Customer Service Manager:*

*I did not sign you're maintenance agreement, and I most certainly do NOT want such a service. I insist that the \$59 charge be removed from my bill and, furthermore, I want this unneeded maintenance agreement voided. In December a HomeCo water heater was installed that cost \$379.84 plus \$154.35 installation charges.*

*Imagine my surprise when my bill included an extra charge of \$59 for a maintenance agreement. I paid the full amount of the bill except for the \$59. Now I have received in the mail a maintenance agreement contract for that water heater.*

*I'm furious that a company as large as HomeCo would have to make extra profits by pushing unwanted maintenance agreements off on unwary customers. Although I've done business with HomeCo for years, I'm very disturbed by this transaction.*

*Please take care of this matter immediately. I don't know where this \$59 charge came from on my bill, but I do now what I'd like you to do with it.*

*Angrily,*  
*NAME*

**3. Rewrite this email to be a more effective persuasive request.**

Rewrite it to correct any grammar or spelling errors, improve the tone, and organize it more effectively as a persuasive request.

**4. Email your solution to me at [danielthrpe@gmail.com](mailto:danielthrpe@gmail.com) NLT Noon, 10 July 2025.**

Email your improved version of this request to at my Gmail address. Send it as though you are the aggrieved customer, and I am the HomeCo Customer Service Manager. If you have any questions, feel free to email me before sending your solution.

**5. Grading**

You email will be assessed on the following points:

- 7.5 pts: Correct (Canadian) spelling.
- 7.5 pts: Correct grammar and word usage.
- 15 pts: Appropriate tone for a persuasive message.
- 20 pts: Effective organization and argument.

Good luck!

Daniel