

Communicating in the Workplace

Administrative Accounting and Bookkeeping Program

Homework: For Day-04 (Due 13 November 2025)

1. Review the Day-03 handouts.

2. Persuasive Message Exercise

A. Read the following complaint 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 maintnace 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 custumers. Although Ive 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

B. 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.

C. Email your solution to me at danielthrpe@gmail.com NLT Noon, 13 Nov 2025.

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.

D. 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