

TRB 10:1 (Instructions at: TRB Chapter 10, Activity 10:2)

Which version of this mail would you like to receive if you were Kartik? Why? (Praveen is a newcomer to the firm. Kartik is a veteran!)

A

Hi

I do not need a login on your machine any longer. You can remove it. I have got one on Peter's machine.

Praveen

B

Kartik

Many thanks for readily letting me have a login on your machine.

Peter has just created a login for me on his machine. So I don't need to trouble you any more.

I appreciate your help. Regards

Praveen

C

Kartik

You can remove my login from your machine.

Praveen

D

Kartik

You will recall that you were kind enough to create a login for me on your machine when I asked for it a couple of weeks ago. Well, it was very useful. But now the situation has changed a little. I have a new login. Guess where! On Peter's machine. That is naturally more convenient than your machine. So you can remove my login from your machine anytime now. It was good while I needed it. Thanks for the same and regards.

Praveen

TRB 10:2 (Instructions at: TRB Chapter 10, Activity 10:2)

Which version of this mail would you like to receive if you were Laxman? Why? (Vikram is a junior member of Laxman's team.)

A

Laxman,

Could you spare a moment and sort out a problem that is bugging me? Could you tell me why in XYZ the function BCD is being called with "options=3"? I tried my best but I couldn't figure it out. Also how are loops removed when the direction changes? Dou you think you could give me a quick reply? You know very well that I can't get on until this is sorted out.

Thanks very much.

Vikram

B

Laxman,

Please refer to Problem Report 321.

1.On going through the code I find that in XYZ the function BCD is being called with "options=3". Why so?

2.Could you please explain the removal of loops depending on direction?

Laxman, I would appreciate a quick reply. You know I can't get on with the work until I sort this out. Thanks very much.

Vikram

C

Laxman,

Refer PR 321. On going through code, I found that:

In XYZ, the function BCD is being called with options=3. Why?

Explain the removal of loops depending on the direction. Only after getting a reply from you, I can proceed on this.

Vikram

TRB 10:3A (Instructions at: TRB Chapter 10, Activity 10:3.)

Refine the following mail. It is an internal mail addressed to Vani Saikumar, Payroll, Accounts.)

CC:

SUBJECT: PF Numbers Clarification

PRIORITY:

ATTACHMENTS:

Kind attn. Ms. Vani Saikumar

Kindly arrange to send the PF Numbers for the following employees:

- 1 Mohamed Abdul Karim
- 2 Kalavathi S
- 3 Prithvi Kumar Reddy

All the above people have been applied for closure of the account. But the same has been kept pending because of non-availability/ confusion of PF Numbers allotted to them.

Also please send us the details of the people joined during the month of August & October 1999. I think some of the numbers have got repeated.

Please do the needful at the earliest.

Thanks & Regards

HARI BABU, PERSONNEL DEPARTMENT

TRB 10:3B (Instructions at: TRB Chapter 10, Activity 10:3)

(To Vani Saikumar, Payroll, Accounts)

CC: None

SUBJECT: Needed: PF Numbers of certain employees

PRIORITY: High

ATTACHMENTS: None

Dear Vani

Please let me have the PF numbers for the following employees who want to close their accounts.

1 Mohamed Abdul Karim

2 Kalavathi S

3 Prithvi Kumar Reddy

We have not been able to close their PF accounts because of non-availability / confusion of PF Numbers allotted to them.

Also please send us the PF numbers of the people who joined during the month of August & October 1999.

I would be grateful for a prompt response

Thanks.

Hari Babu, Personnel Department

TRB 10:4A (Instructions at: TRB Chapter 10, Activity 10:3)

(To Ms Mona D'Souza of Samtek Computers Ltd, on July 19, 2001, on a site survey she was to organize at Bank of Mumbai)

Subject: Reminder at the site survey to be done at BoM

Dear Ms D'Souza

We would like to bring to your notice that you had to complete a site survey at a site at BoM. It was confirmed to you well in advance that an engineer was to be sent to BoM – Colaba Branch on 18th July 2001 at 10.00 A.M.

It is surprising and disappointing to find out from the customer that the job is still not done. This instance has hampered our image badly. This issue is very critical and needs your immediate attention.

Kindly revert back to us with the confirmation at the site survey done and assure us that such an instance does not repeat in the future.

Thanks & Regards

Varun
Tech.Ops. Incharge

TRB 10:4B (Instructions at: TRB Chapter 10, Activity 10:3)

(To Ms Mona D'Souza of Samtek Computers Ltd, on July 19, 2001, on a site survey she was to organize at Bank of Mumbai)

Dear Ms D'Souza

Site Survey at BoM, Colaba Branch

BoM Colaba is disappointed and angry that the site survey scheduled for July 18 has not yet taken place. We are also equally disappointed because we had informed you well in advance that an engineer should be sent to them at 10 a.m. yesterday (July 18).

There appears to have been some communication gap. And that has badly dented the image of reliability that you and we together strive hard for.

Could you please have the site survey conducted immediately and confirm it?

And please take steps that such failures do not occur.

Thank you very much for your help.

Varun Nagpal
Tech. Ops. Incharge

TRB 10:5A (Instructions at: TRB Chapter 10, Activity 10:4)

Replying to e-mail

Here are three emails. Mr Rahman received (a) from Mark Hanson of the same company and sent (b) in response. Mark Hanson then sent (c) in response to (b). Can you recast (b) and (c) in such a way that they are easier for the readers to read and understand?

(a)

Subject: Reporting Package

Dear Mr Rahman You should just have received the yearly and monthly reporting package. The package is an Excel 2000 spreadsheet. Please inform me if you have problems using it and I will send you another version.

Mark Henson

(b)

Reply to (a)

Re: Reporting Package Dear Mark, I have received the Excel file afftra.xls sent by you. I have the following preliminary clarifications to ask.

1. The months commence from January and go upto December. Does this mean that the financial year is the same as the calendar year ?
2. If so, do you require our data for the calendar year 1999 and for the months Jan through March of year 2000?
3. BTWL's first financial year ended on 31st December 1998. The next financial year is the fifteen month period ending 31st March 2000. Does this have any bearing on the reports to be sent to you ?
4. Can we discontinue the current reporting format being used by us on a monthly basis?

I request your views on the above, so that we can commence filling in the figures. I may have more clarifications to ask later.

Regards,

Rahman

TRB 10:5A contd... (Instructions at: TRB Chapter 10, Activity 10:4)

(c)

Reply to (b)

Re[2]: Reporting Package

Dear Mr Rahman

Thank you for your prompt reply. I would like to answer your questions as follows:

1. I see, can you adjust the file to your financial year as well as include the three months from January to February? That is insert 3 columns.
2. Yes we need data for 15 months.
3. As said under 1. please include 15 months for the report of the financial year 1999/2000.
4. In the accounting sections, we do not need any other report than the one sent to you today. However, I am not sure about the overseas planning department. I will talk to the person in charge there and let you know the result as soon as possible.

Have a nice weekend

Mark Henson

TRB 10:5B (Instructions at: TRB Chapter 10, Activity 10:4)

Replying to email

(Note: No editorial changes have been made in the text of the original mail.)

(a)

Subject: Reporting Package

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Mark Henson

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Reply to (a)

Re: Reporting Package

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Regards,

Rahman

TRB 10:5B contd... (Instructions at: TRB Chapter 10, Activity 10:4)

(c)

Reply to (b)

Re [2]: Reporting Package

Dear Mr Rahman

Thank you for your prompt reply. I would like to answer your questions as follows:

>1. The months commence from January and go upto December. Does this mean that
> the financial year is the same as the calendar year ?

I see, can you adjust the file to your financial year as well as include the three months from January to February? That is insert 3 columns.

>2. If so, do you require our data for the calendar year 1999 and for the months Jan
>through March of year 2000 ?

Yes we need data for 15 months.

>3. BTWL's first financial year ended on 31st December 1998. The next financial
>year is the fifteen month period ending 31st March 2000. Does this have any bearing
>on the reports to be sent to you?

As said under 1. please include 15 months for the report of the financial year 1999/
2000.

>4. Can we discontinue the current reporting format being used by us on a monthly
>basis?

In the accounting sections, we do not need any other report than the

one sent to you today. However, I am not sure about the overseas planning department. I will talk to the person in charge there and let you know the result as soon as possible.

Have a nice weekend

Mark Henson

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