

Reviewing Frank's Letter

The issue with Frank's message is that he did not supply the client with good news, and might have actually discouraged Mr. Blacker from using our services in the future. Frank did a good job with the header/ address but beyond that, it requires a lot of work.

When addressing Mr. Blacker, it would be more appropriate to use a comma instead of a semicolon before continuing the letter. Moving forward to the first paragraph, Mr. Blacker should immediately be met with a positive, "you-message" where we get rid of any fear of him not receiving his discount. Something positive, referencing the good news that he will be getting the discount to keep his spirits up for the rest of the message.

The next paragraph should be a reference for Mr. Blacker in clarifying our company's discount policy, and that our honoring of the discount was a service to him as a helpful client. We should tell Mr. Blacker our policy in a way that doesn't make him feel bad. This message should be informative and in a more positive tone.

It is unacceptable to be making our client feel bad, and we shouldn't include phrases such as "every Tom, Dick, and Harry" or "we would surely lose money; this would be very bad for our company". This information is not needed and only hurts our relationship with Mr. Blacker.

The last line should be a positive message, letting him know that we look forward to doing more business in the future. The phrase "yours truly" is not appropriate in a work setting and instead should be replaced with something like "sincerely" or "thank you".

Memo Revisal

To: All Siemens Employees 100 Siemens Road Pittsburgh, PA 15205

From: L. Houseman, Director of Human Resources

Re: New "Flexitime" Policy

Good afternoon,

As some of you may have heard we are instituting a new "flexitime" system to our working hours. This means that as an employee of Siemens, you have the freedom to choose the hours you work during an average workday. Whether you need to leave the office early to pick a child up for daycare, or there are dinner reservations you just can't miss. Feel free to adjust your day's hours to fit time for the thing you need.

All employees must still be present in the office from 10 -3 to attend to regular office duties as this will be the new universal time for meetings to take place. If you are leaving the office between the normal work hours of 9-5, please check in with your supervisor to make sure there is someone to cover the phones.

Here at Siemens, we care deeply about the work-life balance of our employees, and nobody knows how to manage this better than you. Aside from the previously mentioned requirements, because of our new flexitime system, you should have the freedom to get what done what you need in the day while still being a productive and efficient employee.