

Sofia Corredera

26.

Situation: You supervise the accounts payable department of an independent office furniture and supply wholesaler. You've authorized Frank, one of your collection clerks, to credit a customer's account for discounts on orders even though payments for the orders were received after the ten day discount period outlined in your company's credit policy. (Suppliers in this industry typically have a policy like this where customers can receive a 2 percent discount off their invoiced amount if they pay the invoice within ten days. If they wait to pay the invoice on (or after) the due date--usually 30 days from the date of the invoice--they do not get the discount. The customer, Mr. Blacker, claims he paid within 10 days last month but actually did not. You are authorizing the discounts this time but must ensure he understands the policy and follows it in the future.) You've asked your clerk, Frank, to write to Mr. Blacker to let him know that his account was credited for the discounts and also to explain your company's discount policy. Frank submits the message below for your approval:

Friendly Dave's Furniture

2 Plack Road

Clarion, PA 16214

May 7, 2017

Mr. Jack Blacker

Blacker Furniture

2121 Green Ave.

Tustin, California 92680

Dear Mr. Blacker:

We received your letter of April 5 in which you requested that we credit your account for \$28.50 for discounts on orders which were delivered to you in July and August.

As you may or may not know, the standard policy throughout the furniture industry is that a 2 percent discount is granted only when bills are paid within ten days of date of invoice. If we did not follow this policy, and gave such discounts to every Tom, Dick, and Harry, we would surely lose money; this would be very bad for our company. The discounts you claim you are entitled to are all for orders you paid after 10 days whether you know it or not.

However, we are granting your claim and we hope this satisfies you. We also hope you will be more careful in the future.

Yours truly,

Frank Racy

In an essay (200-300 words), explain the specific changes that Frank must make to this letter before it is sent to the customer. Explain what pattern of organization he should use for the message, what you want to see in the first paragraph, second paragraph, etc. Tell Frank about appropriate style, tone, grammar, proofreading, etc. Be as specific as possible. (35 points)

Dear Frank,

Thank you for drafting the message to Mr. Blacker regarding the credit on his account. However, I would like to make some specific changes to the message to ensure it is more effective in conveying the necessary information and tone.

First, let's analyze the organization of the message. The current message is disorganized, jumping between different topics and failing to provide a clear structure for the reader. I suggest that we use the problem-solution pattern to organize the message. This pattern consists of three parts: stating the problem, presenting the solution, and providing any necessary details or instructions.

Talking about the content, we need to state the problem clearly and concisely. We should avoid using unnecessary or irrelevant details that could confuse the reader. I suggest that we use a simple and direct opening sentence such as, "Thank you for your recent request for credit on your account. We have reviewed your claim and found that we made an error in applying the discount to your account."

In the second paragraph, we should present the solution to the problem. We need to be firm in our explanation but also professional and courteous. We should avoid making any assumptions or accusations about Mr. Blacker's knowledge or intentions. We could use a sentence like, "Although the invoices for your orders were not paid within the ten-day discount period, we have decided to grant your claim as a goodwill gesture."

In the third paragraph, we should provide any necessary details or instructions. We could remind Mr. Blacker of the company's payment policies and ask him to ensure that he pays his invoices within the ten-day discount period in the future. We should also thank him for his business and offer our assistance if he has any further questions or concerns.

Finally, we should proofread the message carefully to ensure it is free from errors or typos. We should use a professional and courteous tone throughout the message and avoid any language that could be interpreted as rude or confrontational.

Please let me know if you have any questions or need further guidance.

Best regards,

Sofia Corredera

27.

Rewrite the following message announcing a new flextime policy at Siemens Corp. You may find it helpful to anticipate how your audience, all Siemens employees will likely feel about the new policy. Also, identify the main purpose of the message and therefore the best pattern of organization to follow before you begin to revise. Your final message should differ substantially from this version. As long as you accomplish the main purpose, you may add, delete or change anything you like. Your message should use the correct format (memo), plus an appropriate subject line, pattern of organization, style (you attitude and positive emphasis), visual impact, and standard English grammar and punctuation.

Background information: Flextime, or flexible working hours, permits employees the option of choosing daily starting and quitting times, provided that they work a certain number of hours per day or week (usually 8 hours or 40 hours, respectively.) While employees are given considerable latitude in scheduling their work with flextime, there is a "core period" during the morning and afternoon when all employees are required to be on the job.

To: All Siemens Employees 100 Siemens Road Pittsburgh, PA 15205
From: L. Houseman, Director of Human Resources
Re: New Policy

While you don't get totally free choice, starting Monday, June 5, all office workers have to choose their own hours. Unfortunately, you have to be here from 10 to 3, but as long as you're here from 10 to 3, you can pick your own other hours. This policy will especially help parents who have to drop kids off at school or a day care center or who want to be home when the kids come home from school. It's too bad that family responsibilities have to affect work hours but we all know you need two incomes to make ends meet these days! Kidless people can use this policy to get to the racquetball court early or even to veg out with TV reruns. You can't choose your own hours until after you check with your supervisor to make sure someone is in your unit from 9 to 5 to cover phone calls. Voicemail is great, but we want at least one real live person to answer questions. This also means that you won't be able to have meetings unless they're between 10 and 3, but I'm sure everyone can work that out. Implementing this may be a hassle. But any problems will only be temporary. By and large I hope that this change makes you feel better about working at here and gives you more time for family and leisure activities.

Subject: New Flextime Policy at Siemens Corp.

Dear Siemens Employees,

I am pleased to announce that starting Monday, June 5, we will be implementing a new flextime policy. This policy will allow our office workers to choose their daily starting and quitting times, as long as they work a certain number of hours per day or week. While we have a "core period" from 10 am to 3 pm when all employees are required to be on the job, this policy offers considerable latitude in scheduling work hours.

I understand that family responsibilities can often affect work hours, which is why this policy will be especially helpful for parents who have to drop kids off at school or daycare centers, or who want to be home when their children come back from school. However, this policy is not just for parents; it can benefit everyone who wants to achieve a better work-life balance.

I acknowledge that this policy requires some adjustments, and before choosing your own hours, you must check with your supervisor to ensure that someone in your unit is available to cover phone calls between 9 am to 5 pm. This ensures that our clients and customers can reach us during business hours. Furthermore, meetings can only be scheduled between 10 am to 3 pm.

I am confident that this policy will improve your work experience and give you more flexibility in managing your time. It will also create a more inclusive and supportive workplace for everyone. I understand that the transition may cause some temporary inconvenience, but we will work together to resolve any problems that arise.

Thank you for your cooperation and dedication to Siemens Corp.

Best regards,

L. Houseman

Director of Human Resources