

Customer Email Response Practice

Name: _____ Date: _____

Directions:

Read each customer email carefully. Write a professional, friendly, and clear reply as if you were part of our **Customer Service Team**. Keep responses short but informative (3-5 sentences). Use the **Best Practices Checklist** to guide you.

Best Practices Checklist

- Be clear and answer the question directly
 - Use polite and friendly language
 - Check spelling and grammar
 - Give helpful, specific information
 - Keep your tone professional
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Email 1 – Order Status

"Hi, I placed an order for a poster last Monday, and I need it by Friday. Can you confirm if it will be ready in time?"

Your Response:

Email 2 – Product Information

"Hello, I'd like to order a poster, but I'm not sure if you can print one that is 18x24 inches. Can you tell me what sizes you offer?"

Your Response:

Email 3 – Problem with an Order

"I just picked up my poster, and I noticed that there's a typo in the title. What can I do to get this fixed?"

Your Response:

Email 4 – Special Request

"I want to order three posters for my club, but each one has different artwork. Do you offer a discount for multiple posters?"

Your Response:
