

## Big picture or small picture writing skills? Both?

### iPayables Live Chat Transcript

**Topic:** I just submitted my invoice #1749 but I forgot the 9 attachments. How can I add them to my submission?

14:46:27 **Jacob:** Thank you for contacting iPayables Support. In order to serve you more efficiently, please provide your vendor number and the customer you are trying to invoice.

14:46:45 **You:** Trying to invoice ABC Air Lines

14:47:20 **Jacob:** You should be able to go to Main Menu > Invoice Search > then search for the invoice, open the invoice, and add the attachments

14:47:25 **You:** Not sure about the Vendor number but the PO is 123456789

14:47:35 **You:** OK let me try that

14:47:43 **Jacob:** Let me know if that doesn't work for you.

14:49:14 **Jacob:** If you need further instructions on how to add an attachment once the invoice is open I can help you with that

14:52:50 **You:** I've got all the attachments uploaded but how do I submit them now?

14:53:08 **Jacob:** Is there a save button on the bottom right of the invoice?

14:53:37 **You:** No. The only button on the Invoice tab is Cancel

14:54:10 **Jacob:** Give me one second, I believe it should auto-save then but I will double check.

14:54:18 **You:** thanks very much

14:55:03 **Jacob:** Yep, it saves it automatically for you

14:55:17 **You:** so if I logout, I'll be OK?

14:55:43 **Jacob:** Yep! You can even exit out of the invoice, refresh the search page, and open the invoice to double check.

14:56:31 **You:** Thanks for your help. Happy Holidays!

14:56:42 **Jacob:** Thanks, you too! And you are welcome

**Customer's email**

From: JeanetteVilla@SciFiBooks.com  
To: EasyPay Consumer Support  
Subject: How do I remove an e-mail address?

Hello,  
I want to remove the e-mail address LawrenceHenson@SciFiBooks.com from receiving notifications when someone purchases a book from me. I can't find the e-mail address anywhere in My Profile or My Settings. Can you find it and remove it? Thanks,

Jeannette

**Agent's response**

From: EasyPay Consumer Support  
To: JeanetteVilla@SciFiBooks.com  
Subject: RE: MyAccount (Routing Code: C840-L001-T11029-S111)

Hello Jeannette Villa,

My name is James with EasyPay Consumer Support. I hope you have enjoyed your day! We are always happy to hear from our customers.

I too have confirmed that this email address is not registered to your EasyPay account.

In this case you will want to check with any 3rd party shopping carts integrated with EasyPay that you have worked with in the past.

It is likely that you have registered this email with them. It will need to be removed from their settings.

Thank you for giving us the opportunity to process your payments here at EasyPay; I hope you have a wonderful week!

Sincerely,

James, EasyPay Customer Solutions Support Specialist

Identify the true writing demands on agents who work in your organization

Choose the five of these writing demands that applicants *must* meet to work for you

- \_\_\_\_\_ A. Answer quickly; be productive
- \_\_\_\_\_ B. Customize templates
- \_\_\_\_\_ C. Freetext
- \_\_\_\_\_ D. Use your company's brand voice
- \_\_\_\_\_ E. Explain technical topics in plain language
- \_\_\_\_\_ F. Use correct spelling, punctuation and grammar
- \_\_\_\_\_ G. Use a friendly tone to build rapport and show you care
- \_\_\_\_\_ H. Achieve first contact resolution
- \_\_\_\_\_ I. Help customers define or explain their problems
- \_\_\_\_\_ J. Integrate information from lots of sources into written service
- \_\_\_\_\_ K. Encourage customers to take action or buy
- \_\_\_\_\_ L. Summarize research you've done on the customer's account or issue

## Resume: Rita Cansino

**OBJECTIVE:** To utilize my lifelong skills and experience to become an asset to any industry

### **QUALIFICATIONS:**

- Solid computer skills and diversified
- More than 20 years successful experience in Customer Service & Support with recognized
- Strengths in problem solving and trouble shooting.
- Possess solid computer skills
- Dealt with clients in very professional settings
- Fluent in Spanish
- Mature, Responsible and Efficient

### **EDUCATION:**

1998-2000 A.A.S. Major in Mortuary Science, SUNY@ Farmingdale, Farmingdale, NY  
1992-1994 A.A.S. Major in Veterinary Science, SUNY @ Farmingdale, Farmingdale, NY  
3/2001 Travel International School, Travel Agent Certificate

**NYS-Lic# 0012345 Veterinary Technician**

**NYS Lic# 1234Funeral Director**

### **EMPLOYMENT:**

#### **01/2008- present Front Desk Agent** Paris Hotel and Casino

Guest check -in, check out, assist in guest in with any questions about bills, create bills, help the guest with any problems they may have. Some concierge duties.

#### **11/2007 -11/2007 Customer Service Agent** US Helicopter Corp., Newark Airport, NJ

Reservation sales, Passenger check-in, Briefing of passengers before boarding. Troubleshooting and tracing lost baggage. Meeting high profile customer needs.

#### **2/2006-9/2006 Marketing Representative** NY Presbyterian Hospital, Brooklyn, NY

Assistance to families for Medicaid and hospital health plan. Temporary employment.

#### **2001-2005 Customer Service Agent**, Spirit Airlines, NY La Guardia Airport

Involved in passenger check in. Luggage check in and ticket selling. Duties included meeting flights, deplaning and boarding. Assisted customers with reservation problems.

#### **2000-2001 Memorial Counselor**, Rose hills Memorial Park Cemetery, Yonkers NY.

Involved in sales of pre-need cemetery property. Educated families on the importance of funeral pre-arrangements. Heavily involved with the community needs. Visited homes and did presentations.

#### **1997-2000 Funeral Director and Manager**, Direct Family Funerals, New Hyde Pk, NY

Instrumental in forming Direct Family Funerals Corporation. Performed all Funeral Arrangements and Funeral Services as well as pre-need contracts. Met all board requirements. Handled monies.

#### **995-1997 Funeral Director**, Bentas Funeral Home, NYC, NY

Served a one year apprenticeship .All phases of funeral service, including removals, arrangements, filing of legal documents with the Department of Health.

**References Available Upon Request**

## Closed Writing Assessment: Identify Sentence Errors

**Read** the entire sentence carefully but quickly, paying attention to underlined choices (a) through (d).

**Select** the underlined word or phrase that needs to be changed to make the sentence correct. Some sentences contain no error at all.

1. The students (a) have discovered that (b) they can address issues more effectively (c) through letter-writing campaigns (d) and not through public demonstrations. (e) **No error**  
  
(a)  
(b)  
(c)  
(d)  
(e)
  
2. (a) After hours of futile debate, the committee has decided (b) to postpone further discussion (c) of the resolution until (d) their next meeting. (e) **No error**  
  
(a)  
(b)  
(c)  
(d)  
(e)
  
3. At the music recital, Alexandra (a) enjoyed listening to her friend Mohammed's insightful interpretation, (b) which she thought was (c) more sophisticated (d) than the other performers. (e) **No error**  
  
(a)  
(b)  
(c)  
(d)  
(e)
  
4. Originally a (a) protest on (b) conventional painting, the Pre-Raphaelite movement (c) exerted great influence on the art (d) of its time. (e) **No error**  
  
(a)  
(b)  
(c)  
(d)  
(e)

## Scenario 1

### Customer's E-Mail to Green Grass Now, Inc.

To: sales@GreenGrassNow.com  
From: Lisalaporta@webfriend.com  
Subject: Need information about lawn mowing services

Dear Green Grass Now,

I am interested in your lawn mowing services, but I want to know whether I can afford your service. I can probably afford about \$75 per month. Do you have a limited service option for people like me who are on a budget? I have a small yard with several trees and three flower gardens and a large vegetable garden.

Thanks,

Lisa LaPorta

### Fact sheet applicant should use to answer Lisa LaPorta's e-mail to Green Grass Now, Inc.

**1. Three pricing plans:**

- Full summer of lawn mowing (April through October) for \$600.
- Monthly fee (weekly mowing) of \$100.
- With the "Mow As You Go" pricing plan, you pay for each mowing. The cost is \$35 per mowing for quarter-acre lawns and \$50 per mowing for half-acre lawns.

**2. Green Grass Now, Inc. offers the following services in addition to lawn mowing:**

- Renovate overgrown gardens
- Install decks and fences
- Design and install garden lighting
- Install automatic irrigation systems
- Build water gardens and install fountains

**3. If you call Green Grass Now, Inc. for a free estimate, we will give you a free lawn analysis complete with a soil test from your lawn, a \$30 value.**

**4. Customer can reply to this e-mail or call 1-800-977-7870.**

## Scenario 2

### Customer's E-Mail to Organic Products For Life, Inc.

To: customerservice@OrganicProductsForLife.com  
From: NormanDuke@abcmail.com  
Subject: Shipping question

Hello –

I would like to purchase 12 bottles of your “100% Pure and Certified Organic Aloe Vera Gel” (item ID: 112233) and have them shipped to my cousin who lives in Europe. Before I buy these items, can you tell me how much it will cost to ship them?

Thanks,  
Norm

### Fact sheet applicant should use to answer Norman Duke's e-mail to Organic Products For Life, Inc.

- 1. For orders outside the continental US, we charge you the *actual cost* of shipping by the US Postal Service's Global Airmail.** This includes:
  - International Orders
  - Orders to Hawaii or Alaska,
  - Orders to Canada and Mexico
- 2. You may request a different shipping carrier or service at the time you place your order.**
- 3. We charge you for the actual cost of shipping your package.**
  - We will not bill you for shipping until your order has been picked, packed, and weighed.
  - For this reason, we are unable to estimate your shipping charge until we have received your order.
  - You will see two separate charges on your credit card bill. The first charge will be for your merchandise purchased. The second charge will be the actual cost to ship your order.
- 4. How USPS calculates shipping costs:**
  - Orders that are small, light, or to be sent to an address nearer to the US will cost less to ship.
  - Orders that are bigger, heavier, or to be sent farther will cost more to ship.
- 5. We package your order to take up as little space and weight as possible, while still ensuring that your items will arrive safely.**
- 6. Currently, we are unable to ship orders to Nigeria.**

## Scenario 3

### Email from a Member of WAAA (Public Broadcasting)

To: MemberService@WAAA.org  
From: LisaWinston@webfriend.com  
Subject: Where is my guide?

To Whom it May Concern:

We have not been receiving the WAAA TV television guide for the last few months.

Could you please make sure it's getting mailed out? We are sustainers of both public TV and radio, and without both, our lives would not be nearly as rich and informed.

Thank you,

Lisa and Bill Winston

### Fact sheet applicant should use to answer Lisa Winston's e-mail to WAAA

#### 5. The Explore! Member Magazine

- Monthly magazine is a benefit of WAAA Membership
- Magazine includes features as well as TV and Radio program guide
- Magazine is mailed to the preferred address on file or can be delivered digitally if the member requests it.
- Guides are mailed to arrive in homes a week before the first of the month.

#### 6. WAAA Sustainer Program

- Donors who give an automatic contribution to WAAA every month
- Most valuable type of member in the WAAA donor program

**7. In this scenario the guide has not been delivered because the donor has been incorrectly listed in the database as expired, which they should not have been, since they are active donors. This issue has been corrected and they will start receiving guides again next month.**

**8. Extra copies of the current Month's guide are available in the Member Services Department at WAAA.**



## WAAA Applicant's response to the open-ended assessment

### **Scenario #1**

Dear Mr. and Mrs. Winston,

Thank you for reaching out to WAAA and your support of our programming. We greatly appreciate your enthusiasm for our television and radio programs and apologize for any inconveniences caused without your Explore! guide. We learn of your situation with great concern.

I have look thoroughly into your account and corrected a system error on our part, which means you will now receive the guide going forward without issue. It is our hope to restore your faith in our membership, so I will be sending a replacement April guide from our office today and checking back to your account before our May guide ships. In the meantime, all of our schedules can be viewed and searched through on [the WAAA.org website](http://theWAAA.org). If you have any further questions or feedback, please do not hesitate to contact us at Member Services (800-123-4567, M-F, 9-5 PM)

Sincerely,

Tim Smith  
Audience and Member Services

## Ten writing-related interview questions to ask applicants

1. Do you like to write to customers? Why?
2. What are your writing strengths and weaknesses?
3. How much writing have you done in your previous jobs? (Use a specific measure.)
4. How do you measure the success of one of your writing projects?
5. Can you describe three different writing tasks you had on your previous job? Can you arrange them in order of difficulty, listing the easiest one first?
6. Can you cite one grammar or punctuation rule you are absolutely certain about?
7. Have you mentored or helped anyone else become a better writer? If so, what steps did you take to help?
8. When you have problems with your writing, what steps do you take to improve?
9. What changes could have been made to the workflow at your last job that would have improved the quality of the documents or content you produced?
10. What's your favorite channel for customer service writing? Why?