

Good News

Write as a [small business owner] a [good news letter] for [specify target audience] in 3 essential parts:

1st part: the good news.

2nd part: the particulars.

3rd part: a friendly note.

Use a *[formal/informal/neutral (da scegliere in base al contesto)]*, clear, concise, and professional language, while still being effective.

Tell me if you understand what I want. Do not write any letter now.

Write an email as illustrated above. Include the following information in the output:

Recipient's name and email address: [Insert details]

Purpose or reason for the email: [Insert details]

Desired outcome or action from the recipient: [Insert details]

Any important details or background information: [Insert details]

Tone or level of formality required: [Insert details]

closing or sign-off [Insert details](la parte finale)

analyze the email and fill in the square brackets (chat)

topic/subject

Recipient's name and email address

Purpose or reason for the email:

Desired outcome or action from the recipient:

Any important details or background information:

Tone or level of formality required:

closing or sign-off:

Bad News

Write as [a...] a [bad news letter] in 5 parts:

1st part: a statement the recipient is likely to agree with

2nd part: a clear statement of what the customer is asking for.

3rd part: details that will make the recipient understand why you can't do what they want (leave it implicit and without using negative language – «unfortunately» etc.)

4th part: offer a sweetener or alternative if possible.

5th part: close with a constructive and courteous note (no apologies).

Use a [formal but polite (in base al contesto)] clear, concise, and professional language, while still being effective.

Tell me if you understand what I want. Do not write any letters now.

Write as a [customer care service employee] a [bad news letter] in 5 parts.

Use a formal but polite, clear, concise, and professional language, while still being effective. Please include the following information in your response:

Recipient's name and email address: [insert details]

Purpose or reason for the email: [insert details]

Desired outcome or action from the recipient: [insert details]

Any important details or background information: [[insert details]

Tone or level of formality required: [insert details]

Closing or sign-off: [Insert details]

(chat)analyze the email and fill in the square brackets

Recipient's name and email address: [insert details]

Purpose or reason for the email: [insert details]

Desired outcome or action from the recipient: [insert details]

Any important details or background information: [[insert details]

Tone or level of formality required: [insert details]

Closing or sign-off: [Insert details]

Good news email

It's the kind of email you want to send or receive.
It's made of 3 parts:

- ▶ 1st paragraph: Give the good news first → clarity
- ▶ 2nd paragraph: Give details → concise
- ▶ 3rd paragraph: End on a friendly note

Bad News Email

It's made of 5 parts:

- **1st para.:** a statement the recipient is likely to agree with (a *nod*, *buffer* or *common ground*). This helps you establish contact and create a relationship.
- **2nd para.:** a clear statement of what the customer is asking for (ex. a refund)
- **3rd para.:** Give enough details (reasons) why you can't meet the request or suit the recipient's needs. Don't just say: «no, it's not possible», try not to use excuses. Do not use too many words such as «we're sorry», «unfortunately» etc.

It's made of 5 parts:

- **4th para.:** offer an alternative (when possible) or "sweetener";
- **5th para.:** a constructive and courteous and freindly note (no apologies)