Sample letters task for AM

AM provides daily support to Alcor clients, building trustful and friendly relationships with each client. Everyday communication (emails prevail, calls can be as well) is very important, thus the level of English, as well as the client-oriented approach, is a crucial point for us while choosing a candidate who will join the team of Account managers.

Please find below sample requests that our AMs receive from Alcor clients and write down your answers.

1. We create a folder for each client on OneDrive resource, and provide access there to a limited number of people. It has been the third time when the client couldn’t access the Team File folder.

Please write a letter to apologize and help the client with this issue ASAP.

1. We help clients with the equipment procurement, and usually agree on the standard IT kit for new starters. You have approved with the client the MacBook model, price, and delivery terms. But it turned out that this model is out of stores (of the official provider) and the alternative one is more expensive and will be available in 2 weeks (you have only one week left before the start date of the newcomer).

Please inform the client about the changes and suggest possible next steps how to have the equipment provided to the newcomer on time.