**Business Scenario Assignment**

It is 9:00 a.m., Monday, September 15. Mr. Bowen, Vice President of Sales for United Stores, who is your customer, calls you on the telephone.

He is upset because the remote-control trucks you sold him last month just arrived and some of them had parts missing. United Stores has an advertised sale this weekend, sale starts Saturday, September 20th. The remote-control trucks are advertised and Mr. Bowen is expecting to sell out.

He likes you as a salesperson. He wants to do business with you, but he can’t if your company doesn’t ship quality controlled products. The customer wants you to immediately ship 500 remote-control trucks to replace the faulty shipment and pick-up for credit the 500 trucks he has.

Your company, Remote Automated Toys (RAT) can only ship 300 trucks by Thursday, September 18th. The warehouse manager says he has 300 remote-control trucks, 1000 cars, and 1000 motorcycles available.

Your shipping department can have a delivery to Mr. Bowen by Thursday afternoon. But the best you can do is deliver 300 trucks and offer options to make up the difference with cars and motorcycles.

Within your level of responsibility, you are the Southern Sales Manager, you can approve up to a $250 shipping allowance (your company will pay the shipping cost). Or you can authorize a case of 10 complimentary vehicles to be delivered to your customer. You use your discretion as to how to satisfy the customer.

**Assignment:**

Though this requires quick response, Mr. Bowen cannot be reached by phone. Your letter will be faxed to him immediately. Write a business letter to your customer.

* Compose it yourself
* Use the above information to form the details of your response
* Be sure your solutions stay within your scope of authorization
* Use a block style business letter format
* Letter should be one full page in length
* Copy should be noted to your supervisor and the warehouse manager (invent names)
* Use dates which will meet the sales deadline
* The tone of the letter should be professional, somewhat apologetic, courteous, positive, and mention continuing a good business relationship

Completely edit our letter before turning it in to the instructor, Spell check it, have a peer proofread and make suggestions and corrections. Make any changes you feel are necessary and read it over once more for a final check. Compare your letter to the business letter format handout. This assignment will be graded on composition as well as layout, format, punctuation, spelling, sentence structure, and directions being followed. Remember, you are a professional representing a professional company,