

Can You Spot the Mistakes?

How good are you at spelling, punctuation, and grammar? This email has 16 mistakes in it. Read through and mark the errors. Then compare what you found to the errors listed on the second page.

If you found all 16 errors, you're doing great. If you didn't find all 16, you need to brush up on your skills so you can write "clean" emails to customers.

Hello Steve,

Thank you for contacting OnlineMovies Support. My name is April, I look forward to providing you with excellent support today.

I have carefully reviewed your email, and I understand that you're movie rental didn't download completely to your device. I do apologize for the inconvenience this issue have caused you. I assure you that I will do everything that I can to help you resolve your issue.

Steve I've removed the movie from your downloads cue and refunded the purchase price plus tax for this rental.

After reviewing the circumstances of your case, we determined that issuing you a refund fore your rental of "Big Sur" is an appropriate exception to the OnlineMovies Store Terms and Conditions, which state that all sales are final.

In ten business days, a credit of \$6.99 should be posted to the credit card that appears on the receipt for that rental.

The average file size of an HD movie on the OnlineMovies Store is 3 to 5 GB, while an SD movie is typically between 1 to 1.5 GB. Because of the size of the movie you wanted to download, a broadband Internet connection is required. Its nearly impossible to download this movie on a slower connection.

If you still can't download movie rentals from your mobile device, you might try downloading future rentals form your computer and than transferring them to your mobile device.

I do hope this resolves your issue. If you have further concerns; please don't hesitate to contact us again and we will gladly assist you. Thank you for being an OnlineMovies Store customer have a great day.

Sincerley,

April W.

OnlineMovies Store Customer Support

Can You Spot the Mistakes?

Answer Sheet

How many errors did you find?

We've highlighted in yellow and explained the 16 spelling, punctuation, or grammar mistakes in this email. If you found all of them, you're great. Your writing skills are solid. If you missed some (or a lot), you need to work to improve these skills. You can do so by taking other writing courses or using resources provided by universities' online writing labs.

<p>Hello Steve,</p> <p>Thank you for contacting OnlineMovies Support. My name is April, I look forward to providing you with excellent support today.</p>	<p>Punctuation mistakes: There should be a comma before Steve. The comma after April isn't correct. Use a period instead.</p>
<p>I have carefully reviewed your email, and I understand that you're movie rental didn't download completely to your device.</p>	<p>Spelling mistake: <i>you're</i> should be <i>your</i>.</p> <p>Apostrophe mistake: <i>didn't</i> should be <i>didn't</i>.</p>
<p>I do apologize for the inconveneince this issue have caused you. I assure you that I will do everything that I can to help you resolve your issue.</p>	<p>Spelling mistake: <i>inconveneince</i> should be <i>inconvenience</i>.</p> <p>Grammar mistake: <i>have</i> should be <i>has</i>.</p>
<p>Steve I've removed the movie from your downloads cue and refunded the purchase price plus tax for this rental.</p>	<p>Punctuation mistake: There should be a comma after Steve.</p> <p>Spelling mistake: <i>cue</i> should be <i>queue</i>.</p>
<p>After reviewing the circumstances of your case, we determined that issuing you a refund fore your rental of "Big Sur" is an appropriate exception to the OnlineMovies Store Terms and Conditions, which state that all sales are final.</p>	<p>Spelling mistake: <i>fore</i> should be <i>for</i>.</p>
<p>In ten business days, a credit of \$6.99 should be posted to the credit card that appears on the receipt for that rental.</p>	<p>Use numerals for 10 or above.</p> <p>Use words for nine or below.</p>
<p>The average file size of an HD movie on the OnlineMovies Store is 3 to 5 GB, while an SD movie is typically between 1 to 1.5 GB. Because of the size of the movie you wanted to download, a broadband Internet connection is required. Its nearly impossible to download this movie on a slower connection.</p>	<p>Punctuation mistake: <i>Its</i> should be <i>It's</i>.</p>

<p>If you still can't download movie rentals from your mobile device, you might try downloading future rentals form your computer and than transferring them to your mobile device.</p>	<p>Spelling mistakes: <i>form</i> should be <i>from</i> and <i>than</i> should be <i>then</i>.</p>
<p>I do hope this resolves your issue. If you have further concerns; please don't hesitate to contact us again and we will gladly assist you. Thank you for being an OnlineMovies Store customer have a great day.</p>	<p>Punctuation mistakes: There should be a comma after concerns, not a semicolon. There should be a period after customer and a capital H in have.</p>
<p>Sincerley,</p> <p>April W.</p> <p>OnlineMovies Store Customer Support</p>	<p>Spelling mistake: <i>Sincerley</i> should be spelled <i>Sincerely</i>.</p>