

How to Write Customer Service Emails

with Leslie O'Flahavan

Template Rewrite Planning Sheet

Use this Planning Sheet to help you identify several templates you could rewrite.

1. **Look on your own computer to find any templates you've created for yourself that are not part of your team's template library.** List three of them here:

- _____
- _____
- _____

Show these templates to your manager. Propose to add your templates to the shared library so everyone can use them.

2. **Informally poll your colleagues about templates they wish they had.** List three of them here:

- _____
- _____
- _____

Draft the missing templates and share them with your manager.

3. **Spend a week monitoring your own use of the templates in the library to discover whether you have to "fix" a template each time you use it.** List three templates here that require you to delete, add, or change information every time you use them:

- _____
- _____
- _____

Rewrite some or all of these templates and share them with your manager.

4. **Spend a week monitoring your own use of the templates in the library to discover whether you have to "fix" a template each time you use it.** List three templates here that require you to delete, add, or change information every time you use them:

- _____
- _____
- _____

Rewrite some or all of these templates and share them with your manager.