Lesson 8: Handle a practical message

State the problem and the request

For this fictional email, we know three facts:

- A desk lamp arrived yesterday.

- It does not turn on.

- We tried a socket that works with another lamp.

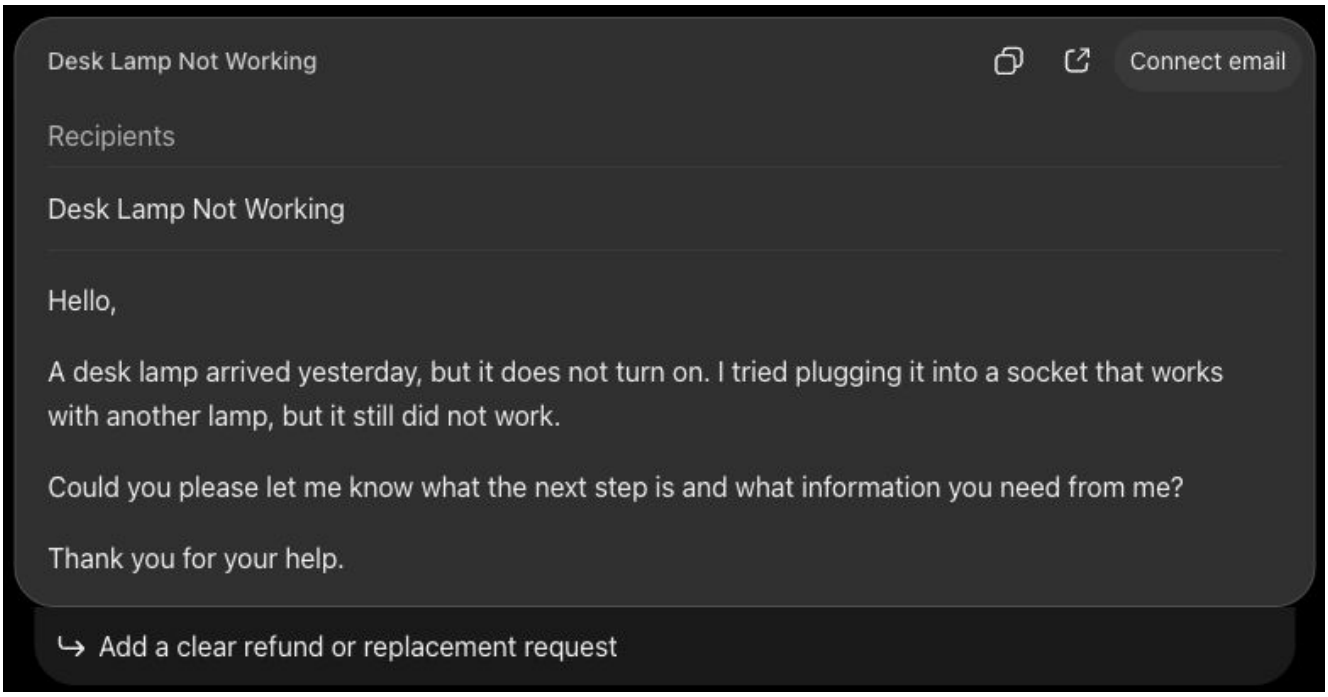
We want the shop to explain the next step and say what information it needs. We do not know the shop's policy or whether it will offer a refund.

Start a new chat and send:

> This is a fictional practice exercise. Draft a short, calm email to a shop customer-service team. Facts: a desk lamp arrived yesterday; it does not turn on; I tried a socket that works with another lamp. Ask what the next step is and what information they need from me. Include a subject line. Do not invent an order number, purchase date, warranty, return policy, or promise of a refund. Use plain English. Give me only the email, with no name or contact details.

A **subject line** is the short title of an email. The **body** is the main message below it.

Compare the draft with the facts



Real customer-service email draft: a subject line, the supplied facts, and a request for the next step.

The subject was **Desk Lamp Not Working**. The body read:

> Hello,
>
> A desk lamp arrived yesterday, but it does not turn on. I tried plugging it into a socket that works with another lamp, but it still did not work.
>
> Could you please let me know what the next step is and what information you need from me?
>
> Thank you for your help.

You may see an email card with **Connect email** or an option to open an email app. This exercise uses copying; you can leave those options alone.

Check each statement against the three facts above. "Arrived yesterday" describes delivery; it does not tell us when the lamp was bought. A draft should not turn one fact into the other.

Look for extra promises or claims: "You must refund me," "This is covered by your warranty," or "My order number is 12345." These would need evidence. If something has been added, ask:

> Remove any facts, policies, or promises I did not provide. Keep the problem and the two questions. Give me only the corrected email.

The goal is a clear description of the problem and a useful request for the next step.

Copy the version you chose

Copying puts text on your device's clipboard, ready to paste somewhere else. It does not send a message to the person you are writing to.

1. Read the final draft first.
2. If the answer appears in a **Writing** or email card, use the copy icon at the top right of that card. In our tests, this copied the message without the suggested follow-up buttons. The email card copied the body only; its subject needed to be copied or typed separately.

3. If your answer is plain text, look for **Copy** under that answer. Check what was copied when you paste it.

The icon looks like two overlapping squares. On a small screen, scroll to the answer and tap its copy control. If copying does not work, select the text and use your device's **Copy** command.

Paste and review before sending

For a first practice, paste into an empty note. There is no need to send the fictional message.

On a computer: click in the note's writing area, then use **Paste** from its edit menu. You can also use **Ctrl+V** on Windows or **Command+V** on a Mac browser.

In a phone browser: touch and hold in the empty writing area, then choose **Paste** if it appears. Your keyboard or browser may show a different paste control or ask for clipboard permission.

For a real email, open a new draft in your usual email service. Put the short subject in the **Subject** field and the main message in the body. Remove a copied "Subject:" label from the body if it is still there.

Check the recipient yourself, then edit dates, greetings, and any remaining placeholders. Add necessary identifying details directly in the email service, rather than putting them into the practice chat. Sending is a separate action you choose after the review.