



Questions & Responses
in EPC Business Writing

Situation Submittal Form

www.ericgabriel.com/situation

If you have a question on how to communicate with a client, vendor, or classification representative, please fill out this form and attach all communication related to the situation. After it is filled out, we can discuss the situation and I can make recommendations on how to best communicate what you want to say. If you already have written a response, paste it as indicated on the 2nd page.

1. Information: please answer all the questions that apply to your situation

a. What's your **name, title, and department**?

b. What's the **name and title** of the person you are contacting?

2. Document Type: please attach document to this form and highlight or circle area in question

- Email Memo Specification(s)
 Letter Report Contract
 Drawing(s)/Picture(s) Proposal Other

3. Question(s): Do you have any questions about the document?

4. Your Goal(s): What do you want to achieve?

5. Recipient's Goal(s): What does the recipient want to achieve.

6. Situation Details/Comments: Please include any additional details that explain the situation.



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7. Document Text or Attachment:	Teacher's Recommendations, Corrections, Expressions
Paste Here	

How to Title a Situational English Document

The purpose of this naming system is to easily access past material so other teachers will be able to locate activities that are relevant to the student's needs and job functions.

Department if specifying is necessary	Skill Focus	Situation/Response Complexity & Difficulty Level	Category	File Name
QM = Quality Management Inspectors -Material -Hull -Outfitting -Offshore -Painting DE = Designers/Engineers -Hull -Outfitting -Offshore -Painting -Accommodation AD = Administrative -Ship Business -Ship Warranty (A/S) -Ship Business CM -Procurement	Examples: -Meetings -Presentations -Negotiating -Conflict Resolution -Recommending -Follow-up	1 = Easy 2 = Medium 3 = Difficult	W = Writing S = Speaking L = Listening P = Pronunciation D = Discussion	Examples: -Verifying Spec Details -Spec Change Order -Process Update



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1. **Information:** please answer all the questions that apply to your situation

a. What's your name and title?

Oh, Research engineer

b. What are your responsibilities in this situation?

Vibration engineer

c. What department do you work in?

Structure R&D group

d. What is your reason for contacting them?

Yard received claim from owner. So they asked me what they should do.

e. What is their title?

Designer

f. What are their responsibilities?

Hull structure design

g. Did you initiate this communication or did the other person initiate this communication?

They sent us question mail.

2. **Document Type:** please attach document to this form and highlight or circle area in question

Email

Memo

Specification(s)

Letter

Report

Contract

Drawing(s)/Picture(s)

Proposal

Other

3. **Question(s):** what is your question related to the document?

Do they have any measured vibration data?

4. **Your Goal(s):** please explain what you want to achieve in your response.

Helping them to resolve the owner's claim about vibration problem.

5. **Owner's Goal(s):** please explain what the Owner wants to achieve.

Owner want to remove the excessive vibration in accommodation area.

6. **Vendor's Goal(s):** please explain what the vendor wants to achieve.

7. **Situation Details/Comments:** please explain any further details that explain the situation.

The seatrial was carried out other engineer.



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3. Document Text or Attachment:	Teacher's Recommendations, Corrections, Expressions
<p>Dear Ms. You, Wish your everything go well.</p> <p>We looked over the Owner's claim report. But Vibration is very subjective problem. so it is very hard to guarantee anything without specific measured figures. So, additional vibration measurement shall be required.</p> <p>According to my experience in Y002's Sea trial, I couldn't find any vibration problem around the chart room and the entrance of wheel house. Anyway, A staff member from the vibration R&D group of DSME had joined in Y001's Sea trial. His name is Cheon Seung Hyeon. We recommend that you to contact him to determine whether any problem was found for the designated area. Also, additional measurements shall be discussed with DSME since DSEC don't have vibration measurement device.</p> <p>After the vibration problem is defined specifically, DSEC shall prepare a proper countermeasure. We're sorry we cannot help you sufficiently. Please keep me in CC when you contact DSME. We hope this trouble to be resolved satisfactory.</p> <p>Best regards, Oh.</p>	<p>Wish your everything go well. (x) I hope everything is going well with you. (o) – This is a claim dispute so things are probably not going well and we shouldn't remind her. It might be more appropriate to tell her the following. Thank you for working with me on this issue. (o)</p> <p>measured figures. (ok) measurements data (o) you'll sound like a genius. and (x) – "and" means if you put both together. or (o) – "or" means you checked each separately</p> <p>had joined in (x) - usually we join clubs or teams. was present during (o)</p> <p>don't (x) doesn't (o)</p> <p>vibration measurement device (ok) the proper vibration measurement equipment (o)</p> <p>We're sorry we cannot help you sufficiently. (ok) We're sorry we couldn't be a better help. (o)</p> <p>keep me in CC (x) continue to CC me in your communications with [DSME] regarding this matter so I can stay up to speed on it. (o)</p> <p>to be resolved satisfactory (x) get's resolved satisfactorily (o)</p>



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1. **Information:** please answer all the questions that apply to your situation

a. What's your **name, title, and department**?

Bonggeun Kang, Manager, Procurement

b. What's the **name and title** of the person you are contacting?

Mr. Andersson, Sales Manager

2. **Document Type:** please attach document to this form and highlight or circle area in question

Email

Memo

Specification(s)

Letter

Report

Contract

Drawing(s)/Picture(s)

Proposal

Other

3. **Question(s):** Do you have any questions about the document?

How do I ask about the Price, Terms of Delivery, Best Delivery Date

4. **Your Goal(s):** What do you want to achieve?

My goal is to supply a marine equipment with good price and high quality to shipyard.

5. **Owner's Goal(s):** What does the owner want to achieve.

I think the Owner wants to timely build a ship with good performance.

6. **Vendor's Goal(s):** What does the vendor want to achieve.

I think the vendor wants to get a winning of bid and keep a good relationship with us.


7. **Situation Details/Comments:** Please include any additional details that explain the situation.

My main responsibility is supplying the shipbuilding material to our overseas customers. Recently, we got a new shipbuilding project from our customer in the USA so, I want to send an inquiry to our vendors to request a quotation for the shipbuilding equipment they can supply.



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8. Document Text or Attachment:	Teacher's Recommendations, Corrections, Expressions
<p>SCORPIO 180K B/C INQUIRY - Gear/Screw Pump</p> <p>Dear Mr. Andersson,</p> <p>We thank you for your cordial cooperation extended to us so far.</p> <p>I'm writing you to request a quotation for your gear/screw pumps.</p> <p>We are pleased to invite you to submit your best quotation for the subject equipment specified in the attached specifications in accordance with the following terms and conditions.</p> <p>~</p> <p>Thanks and Best Regards,</p> <p>Kang, Bonggeun(CPM) – Manager Procurement Group 2</p> <p> DSEC CO., LTD. #74-1, 4-Ga, Jungang-Dong, Jung-Gu, Busan, Korea 600-816</p>	<p>Excellent 😊</p> <p>Recommend Adding: If you have any questions regarding our request feel free to contact me anytime.</p> <p>CPM Certified Purchasing Manager n(CPM) n, CPM – Certifications are usually added after a comma.</p> <p>Example: Rick Hohenstein, CPM</p>



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Situation Submittal Form

1. **Information:** please answer all the questions that apply to your situation

a. What's your name and title?

My name is Oh and my title is structure designer

b. What are your responsibilities in this situation?

Designer for hull structure

c. What department do you work in?

Structure design department

d. What is your reason for contacting them?

The Owner wants to reinforce the hull structure but it is not need to be reinforced.

e. What is their title?

Engineering surveyer

f. What are their responsibilities?

Approval for hull structure drawings

g. Did you initiate this communication or did the other person initiate this communication?

The Owner sent me a comment about the drawing

2. **Document Type:** please attach document to this form and highlight or circle area in question

Email

Memo

Specification(s)

Letter

Report

Contract

Drawing(s)/Picture(s)

Proposal

Other

3. **Question(s):** what is your question related to the document?

4. **Your Goal(s):** please explain what you want to achieve in your response.

Explain to Owner that the design of hull has sufficient strength and it is not need to be reinforced.

5. **Owner's Goal(s):** please explain what the Owner wants to achieve.

The Owner wants to reinforce the hull structure.

6. **Vendor's Goal(s):** please explain what the vendor wants to achieve.

7. **Situation Details/Comments:** please explain any further details that explain the situation.



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8. Document Text or Attachment:	Teacher's Recommendations, Corrections, Expressions								
<p>Dear, Pablo,</p> <p>I hope you are doing well.</p> <p>In your comment about our drawing, you referred that the brackets should be arranged between the outmost stiffener and the upper deck at the corner.</p> <p>According to our calculation, our design has sufficient strength and the Class has approved it without any comments about the design.</p> <p>We understand what you are concerned about. But we have a lot of experience about such a design and we haven't experienced any problems about that.</p> <p>Consequently, we concluded that it is not required to be reinforced on that location.</p> <p>If you have further question, please don't hesitate to contact us.</p> <p>Best Regards, Oh.</p>	<p>referred that (x) → referred to the [NOUN CLAUSE] made reference to the [NOUN CLAUSE]</p> <p>recommended that (o)</p> <p>outmost (ok) outtermost (o)</p> <p>I would love to see a drawing for this so I could get a better idea where the stiffener is located.</p> <p>about the design (x) – you already mentioned the design.</p> <p>Note: any + [PLURAL/NON-COUNTABLE NOUN]</p> <table border="1" data-bbox="641 766 1360 898"> <tr> <td>any problems</td> <td>any water</td> </tr> <tr> <td>any issues</td> <td>any dead weight</td> </tr> <tr> <td>any problems</td> <td>any money</td> </tr> <tr> <td>any comments</td> <td>any work</td> </tr> </table> <p>But (ok-understood) – try to reduce conjunctions at the beginning of sentences.</p> <p>However, ... (o-better)</p> <p>Consequently (x) – a negative result to a situation. I come home late. Consequently, I slept on the couch. (bad) I was speeding. Consequently, I got a ticket. (bad) I wasn't looking where I was walking. Consequently, I fell on my face.</p> <p>Therefore, (o) As a result to our findings, (o) As a result to our analysis, (o)</p> <p>on (x) at (o) – a location</p>	any problems	any water	any issues	any dead weight	any problems	any money	any comments	any work
any problems	any water								
any issues	any dead weight								
any problems	any money								
any comments	any work								