

***Complaint letter from business to business.***

Dear Mr Thompson,

I recently received a letter from a Mr Robinson, a valued customer of ours. He purchased an Italian coffee table and four French dining-room chairs from us which your company delivered to his residence.

He has written to complain that the purchases arrived damaged. We pride ourselves in the quality of our products and would like an explanation as to how this mishap occurred. Even though the items are insured, our reputation is at stake.

I would be most grateful if you would reply as soon as possible so that this matter can be resolved to everyone's satisfaction.

Sincerely

Jackie Middleton

Customer Services Manager

***Complaint letter from a business customer to a telephone company***

Dear Sir,

I am writing this letter to complain in the strongest terms about the poor service that I have received from your company.

We signed up to your telephone and internet service package two months ago because your advertising suggests that you are better than Telco. In addition, you promise to deal with problems quickly and efficiently, something that Telco were unable or unwilling to do. However, in the first month of service you managed to cause me to lose two days worth of business because of poor administration. The main problem was that you failed to provide me with the correct telephone number, 9818 8747, that you had promised when I completed the contract. This phone number was an established business line which I had been using for the last three years. Obviously this meant that my clients were unable to contact me and it cost me many hours of phone calls to resolve the matter with your support centre.

I would appreciate it if this situation could be resolved and a substantial rebate offered on my first three month's account.

I look forward to hearing from you soon.

Yours Faithfully

Charlie Williams

### ***A letter to a magazine expressing an opinion about tourism***

Dear Sir

As someone who has travelled throughout Asia on business and holiday I would like to give my opinion on its environmental impact. Having visited Indonesia, Thailand and Malaysia I understand that tourism can bring money to developing countries. However, this money often goes into the pockets of foreign investors, and only rarely benefits local people. Multinational hotel chains also have little regard for the surrounding wildlife when they build new resorts. This can cause many problems. In view of these facts we, as tourists, can directly affect these countries in a positive way if we are thoughtful. When we visit these countries we can visit restaurants, bars and even hotels that are owned by local people. In addition, we can refuse to give luxury resorts our patronage and therefore prevent them from becoming even larger. Most importantly we should check that any tours or excursions we take have minimal effect on the natural surroundings. Finally, we can even attempt to change the behaviour of other tourists by sharing our opinions. If we follow these simple steps we can be sure that our pleasure is not causing any harm to people or places that we visit.

### ***A letter in application for a job***

Dear Sir/Madam,

I am writing this letter to apply for the position of student assistant that I saw advertised on your website. I am interested in working in the teachers' resource library, or in the accommodation department.

I have recently graduated from the WSB Business School in Warsaw and received high grades in both my English and Business Courses. In addition, we had to use all of the Microsoft Office programs in the preparation of our finished assignments, so I am able to do most things with computers.

Since I was 15 years old I have helped my father to run his small import-export business. I have been involved in helping a variety of clients and also the general administration of the business. In the past 2 years I have worked in the WSB library, helping teachers and students to find and use the resources there. This experience has

given me the ability to deal with the needs of all types of people.

I have an outgoing, diligent personality and find that I enjoy the challenges of working in busy environments. In addition, my studies and experience have taught me to be accurate and efficient in organising my work so I would be a valuable addition to your school.

I look forward to hearing from you.

Yours faithfully

Pawel Minescz

***An informal letter asking for a favour***

Hi Jen,

I'm writing this letter because I really need your help. You're the only person who knows me well enough to give me a reference for a course I want to do.

I saw an advert in a paper recently offering a free journalism course to successful applicants. I sent in an article I wrote for the student newspaper, you know, the one about legalising drugs? Anyway, they really liked it, but as there are only five places they want a reference as well. I haven't given them your name yet, as I expect this would be the first reference you've been asked to give. Is it OK if I send them your phone number? I think they want to phone so they can have a proper conversation with you and really check me out.

I know it's been a while but if you could do it it'd really help me out. I've got a new phone number, 09957 234 563, so you can get me on that, and my address is still the same.

Hope to hear from you soon.

Regards

Patrick

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