

Exercise 1

For questions 1 – 11, read the letter below. Use the word given in capitals at the end of each line to form a word that fits the gap in the same line. There is an example at the beginning (1).

A LETTER OF PRAISE	
Dear Sirs,	
I (1) RECENTLY flew Conair across Europe for the first time. It was the most	RECENT
(2) _____ trip I have ever had on a plane. I cannot mention	PLEASE
enough positive things about the (3) _____ . To begin	FLY
with, we took off (4) _____ . The trip followed all the	PUNTUAL
safety (5) _____ of IATA. In addition, I have to mention that	REGULATE
the cabin (6) _____ were outstandingly polite to all the passengers.	ATTEND
There were many (7) _____ programs for children and adults.	ENTERTAIN
I should not forget to mention the (8) _____ food, as well as the	IMPRESS
great (9) _____ of drinks and beverages, and praise the well	SELECT
written and (10) _____ magazines provided. Overall, I would	USE
like to thank you for a very (11) _____ trip.	ENJOY

Exercise 2

Now you

Have you completed the first exercise? Now you must change the letter of praise into a letter of complaint. Pay close attention to all the changes you have to make in order to achieve your goal.

Exercise 3

You are going to read one side of a telephone conversation in which a customer complains about a new television he has bought. Write the missing sentences that you think fit best from the salesperson's side to complete the dialogue.

A: _____?

B: Good afternoon, yes, I hope you can help me. I bought a new television at your store two weeks ago, but the sound and picture quality are awful. The picture is always flickering and there's a dark line on the left side of the screen.

A: _____?

B: Yes, there is one more thing. It makes an annoying hissing sound on the background.

A: _____?

B: Yes, I have an outdoor antenna.

A: _____?

B: Of course, the antenna has been adjusted several times but the problem persists.

A: _____.

B: Look, don't send anyone to have a look at it. A friend of mine bought the same model and it has the same problems. I want to take it back and have a full refund.

A: _____.

B: What do you mean you don't give refunds? This is outrageous.

A: _____.

B: Of course I am upset. I want to talk to your manager.

A: _____.

B: In a meeting? No, I can't wait until tomorrow. I demand an answer right now.

A: _____.

B: 10% is not enough. I want a 20% percent discount and a replacement.

A: _____.

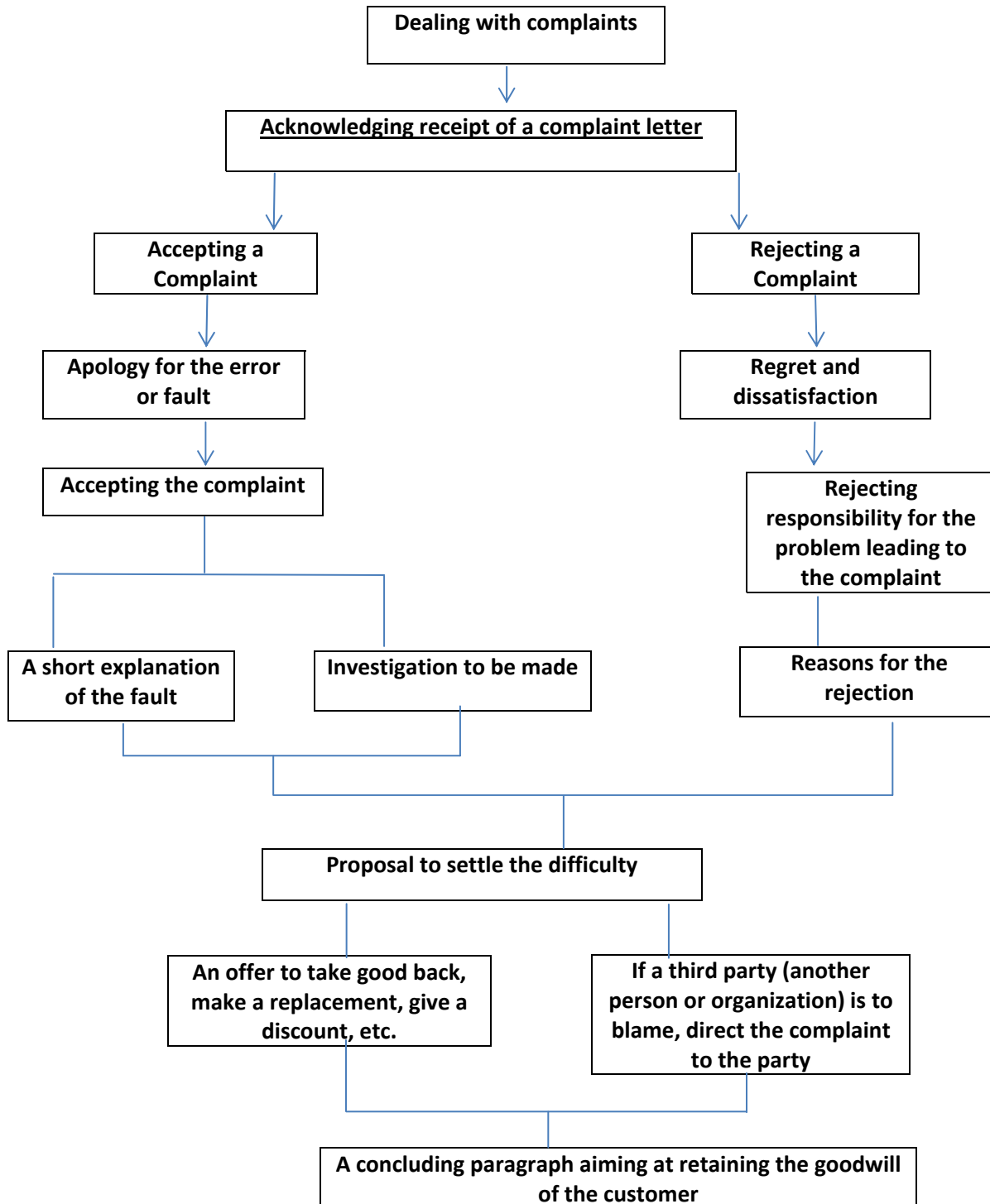
B: Ok, tomorrow morning is fine. I will be home waiting for the new television.

A: _____.

B: You're welcome.

Exercise 4

You are presented an opportunity to identify and rectify specific problems when dealing with customers. Analyse the following diagram on how to reply to a complaint letter, then for questions 1-9 chose from the sentences (A-I) to organize the acceptance letter below, according to the steps suggested.



1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____

Mr. J Wong
Purchasing Officer
Main Goods
317 Garden Road
Hong Kong

- A. We look forward to receiving your further orders and assure you that they will be filled correctly.
- B. Please accept our apologies for the error made by our company in filling your order.
- C. Dear Mr. Wong
- D. After looking into this situation in detail we found that it was due to a typing error.
- E. Yours sincerely
- F. Since we value your business, we would like to offer you a 10% discount off your next order with us.
- G. The balance of 10,800 batteries will be dispatched by express courier to your store tomorrow morning and will arrive by Tuesday, 4 August 2015.
- H. You ordered 12,000 size Ultra super-long-life premium batteries, but our dispatch office sent 1,200.
- I. Thank you for your letter alerting us about the problem you had with your order no. 2639/L dated Friday, 24 July 2015.

David Lee
Distribution Manager