



evropský
sociální
fond v ČR



EVROPSKÁ UNIE



MINISTERSTVO ŠKOLSTVÍ,
MLÁDEŽE A TĚLOVÝCHOVY



OP Vzdělávání
pro konkurenceschopnost



UNIVERZITA
OBRANY

INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

Here are two examples of letters of complaint:

A faulty product

Jenny Hawkins
8 Dean Close
NEWFORD
NW3 2NY

11 November 2007

Customer Services Manager
Evans Electrical Products
7 Swan Street
Brampton
BR2 1RW

Dear Sir or Madam

RE: EasyIron Electric Iron (Model no: 2279)

I bought the above iron from The Electrical Store in Newford on 10 October 2005. On using it for the first time, I found that the temperature control was faulty; it was not possible to set it for any temperature apart from the highest (cotton).

When I returned the iron to the store, they said that they were unable to replace it or offer me a refund, but that it could be sent away for repair. As I need an iron on a daily basis, and it was not clear how long the repair would take, this option was unsatisfactory. As the iron clearly does not function as it should and therefore does not comply with the legal standards of product quality, I am therefore writing to you to ask for a full refund of the price (£35.99).

I look forward to hearing from you within the next fortnight.

Yours faithfully

<http://www.oxforddictionaries.com/media/words/assets/faulty-product.pdf>

Operační program Vzdělávání pro konkurenceschopnost

Název projektu: Inovace magisterského studijního programu Fakulty ekonomiky a managementu

Registrační číslo projektu: CZ.1.07/2.2.00/28.0326

PROJEKT JE SPOLUFINANCOVÁN EVROPSKÝM SOCIÁLNÍM FONDEM A STÁTNÍM ROZPOČTEM ČESKÉ REPUBLIKY

A disappointing holiday

5 High View
Newborough
NB1 3RS
22 August 2007

Mr R T Black
Customer Services Department
Sunny Holidays
PO Box 4
Brampton
BR4 3JH

Dear Mr Black

Holiday Reference Number: CT2118M

Following our telephone conversation earlier today, I am writing to give details of my dissatisfaction with my holiday at the New Hotel, Los Christianos, Tenerife (10 to 18 August 2005) that I booked with your company for myself and my family.

My central complaint is that the hotel fell far short of the description in the brochure. We had booked two double en-suite rooms (numbers 213 and 214); although said to be four-star accommodation, the bedrooms were very cramped and the furnishings worn and dirty. In addition to this, the toilet was blocked in room 214 and the shower wasn't working in room 213. The hotel's grounds, described in the brochure as 'pleasant, tranquil, and spacious' were in fact bordered on two sides by a very busy main road, while the swimming pool was closed the entire week for repairs.

When we spoke to your representative (Tracey Mills), she promised to try to get the shower and toilet fixed but this took an unacceptably long time to happen – 3 days from when we first complained. I asked her to fill out a holiday report form detailing these issues and enclose a copy for your information, together with photos of the bedrooms and the hotel grounds.

As stated in my telephone call, I feel that we are due a full refund for this holiday as it failed to meet the description in the brochure, together with compensation to make up for the fact our holiday was ruined. I look forward to hearing from you within the next fortnight.

Yours sincerely

<http://www.oxforddictionaries.com/media/words/assets/disappointing-holiday.pdf>

For your self-study, do the exercises:

http://www.elibase.com/quiz/019_12.htm

http://www.elibase.com/quiz/019_11.htm

http://www.elibase.com/quiz/019_12.htm

http://www.elibase.com/quiz/019_05.htm