BUSINESS LETTER 1

Linda Lau

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Oscar Lee

Managing Editor

Acme Graphic & Design

123 Business Rd.

Business City, NY 54321

Dear Ms. Lee,

I would like to invite you to attend our upcoming Liberal Arts department job networking event. The event will be held on the afternoon of February 1, 20XX. We wish to provide our graduating seniors with an opportunity to meet business leaders in the area who may be looking for new hires who hold degrees in the Liberal Arts.

The event will be held at the Cox Student Center at Northern State University, and will last about 2 to 3 hours. If you have an interest in attending or sending a company representative to meet with our students, please let me know at your earliest convenience and I can reserve a table for you.

﻿Thank for your time and I hope to hear from you soon.

Respectfully,

Linda Lau (signature hard copy letter)

Linda Lau
Liberal Arts Department Chair

BISINESS LETTER 2

Dear Ms.:

Thank you so much for taking the time to meet with me to discuss selling my handmade sweaters in your wonderful shop.

As I mentioned in our conversation, I’ve been a customer of your store since I used my third-grade allowance to buy my very first pair of knitting needles. I’m honored that you’d consider selling one of my original creations at The Yarn Company alongside your own work.

We discussed a trial consignment arrangement in which a portion of the sales would go to the store. This is more than agreeable to me.

Let me know how you want to proceed. I’m available most afternoons at 555-555-5555, or you can email me at email@email.com, and I’ll respond to your message ASAP.

Thanks, and best,

Jennifer Smith

LETTER OF COMPLAINT 1

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Yours faithfully,

Roger Bingham

LETTER OF COMPLAINT 2

Dear Mr. Howard:

Re: Account Number 1884434

I am writing to express my dissatisfaction with the Model X tea kettle that I bought on February 28, 2019, at your store located at 1616 Sixteen Avenue. Though the kettle looks fine, it leaks when filled with water. When I attempted to return it to the store on March 2, 2019, the employee on duty, George Burns, told me that he would not accept the item because he didn’t see any damage.

To resolve the issue, I would like you to refund the full amount that I paid ($29.86, including tax) to my Frequent Customer account. I am enclosing a copy of the original receipt.

I look forward to your reply. Please contact me at the address above or by telephone at (555) 555-5555 within the next two weeks.

Sincerely,

Jason Brooks

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| **Task: You have to read and study these examples of letters. There is no need to translate anything or create your lists of words.** |
| **Underline all the useful phrases in this document that could help you in the future to write your own business or complaint letter.**  |