

You recently bought a piece of equipment for your kitchen but it did not work. You phoned the shop but no action was taken.

Write a letter to the shop manager. In your letter

- describe the problem with the equipment
- explain what happened when you phoned the shop
- say what you would like the manager to do

Letter must be formal

Invent a problem

e.g. they didn't phone back

e.g. repair or replacement

Dear Sir or Madam,

I am writing with regard to an appliance that I recently bought from your shop.

On the 10th May I bought a new washing machine, and it was installed the following day. However, when I tried to wash some clothes, I noticed that the machine failed to spin during the washing cycle. Consequently, it leaves clothes wet but not clean.

When I phoned your shop to report the problem, I spoke to an assistant who did not know the procedure for repairs or returns. He assured me that he would report the issue to the store manager, and that I would be contacted the same day. That was two days ago, and I am still waiting for your call.

As the appliance is under warranty, I am entitled to ask for it to be repaired or replaced. I have decided that I would like a replacement washing machine. I would also like you to phone me personally when you receive this letter.

I await your prompt response.

Yours faithfully,

John Smith

(175 words)

#### Analysis task:

- Is the 'tone' of the letter appropriate? In other words, is it written in a formal style? Can you find examples of style / tone?
- Is the purpose of the letter clear? Are all of the points covered?
- Is the letter well-organised? Are the points developed in a logical way? Can you find any examples of linking or referencing?
- Can you find examples of good, relevant vocabulary? Is the vocabulary appropriate for a formal letter?
- Are there any grammar mistakes?