

General Training Task 1 – Type 1 – Formal Letter

You have 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

(Cambridge 8, GT B)

Dear Sir or Madam,

I am writing to express my dissatisfaction with the washing machine I bought at your store and the poor customer service I experienced a few days ago.

Last Tuesday, I bought a Prince LS777 washing machine from your store. I installed it on the same day and it was working fine for the first two days. However, on the third day, I tried to use it but it would not start.

Immediately, I phoned your shop and spoke with one of your supervisors. He assured me that he would get back to me after a day or two and tell me what I could do to get my washing machine replaced. Because I did not receive any call from him, I called your shop again and was again promised a return call. It has been more than three days and nobody has called.

This has been a very disappointing experience for me. I would appreciate it if you could call me back at 6765 1551 as soon as you read this letter and let me know how I can get my machine replaced.

I await your prompt response.

Yours faithfully,
Rickson Gracie