

TASK 1: Read the email of complaints and summarize the problems. Suggest as many solutions to the problems as possible.

SUBJECT: COMPLAINT ABOUT A PHOTOCOPIER

Dear Customer Service Representative,

I recently purchased a photocopier made by your company. It is the Porelli X - Force Color Copier, model #5G. There have been many problems since I bought it.

The first thing I noticed was that the paper gets stuck almost every time I use it. I have tried all of the troubleshooting tips in the manual, but the paper continues to jam in the machine. Also the copier is not compatible with some of the computers in my office because I thought it was able to connect with all kinds of computers. And finally, the machine makes a very loud humming noise while in operation and which is distracting everyone near it.

Please contact me as soon as possible. I look forward to your reply.

Yours faithfully,

Phil Goudie.

List of Problems:

1. *Paper gets stuck.*
2. *Copier is not _____ with computers.*
3. *Copier makes _____.*

List of Solutions:

- 1.
- 2.
- 3.

TASK 2: Finding Errors

Read the reply to the complaint email in **TASK 1** and try to find **8 errors** and correct them.

From: Robert Wilson (robertwilson@gmail.com) To: Phil Goudie (philgoudie@gmail.com) RE: PHOTOCOPIER Dear Mr. Phil, Thank you for your letter complaining about the photocopier you bought from our store. I'm sorry to hear about the stuck paper, the copier not compatible with computers, the loud humming noise. We will send a technician to check the photocopier at your office. If there is nothing we can do to fix it, i will be pleased to tell you that we will give you your money back in full. in addition, as a gesture of goodwill, we will give you a 10% discount off your next purchase from our store. I would like to apologize for the inconvenience you have experienced. Please do not hesitate to keep in touch with me if you have any further queries. Best, Robert Wilson - Store Manager.	8 ERRORS IN A FORMAL EMAIL: 1. 2. 3. 4. 5. 6. 7. 8.
---	---