

10 Read the rubrics and underline the key words. Then answer the questions that follow for each one.

- A** You work for a mail order company and have received an email from a customer who is unhappy about the delay in the delivery of a camera he ordered. Read the extract from his email and the notes you made, and write an email of apology. Give an explanation and details of what you will do to rectify the situation.

will be sent Express
Delivery tomorrow

very sorry - good
customer

I must insist that you supply my goods as soon as possible. I would also like a satisfactory explanation as to why there has been such a long delay as well as an apology for the inconvenience caused.

damaged on arrival -
we had to wait for the
next delivery from
suppliers

offer free carry case
and 3 films as
compensation

- D** You ordered a gift for a friend from a mail order company. When it arrived it was late and you were not happy with it. Read the advertisement and the notes you made. Then, write a letter to the company, explaining why you are not happy with the gift and asking for your money back.