Reading Part 1: Reading Correspondence

Time: 11 minutes

Read the following message:

Dear Mr.Jamieson,

I purchased a new 50" LED TV and a TV athena from your store located at 798 Cranville St, Vancouver on 5th of March 2019. I was very excited to have a new TV to watch the Stanley Cup Playoffs!

When I got home and opened the TV box, I found that the screen has a 5-inch crack at the top-right corner. I moved the box very carefully, so I can say with certainty that the unit has already been damaged before I bought it.The box was sealed when I got it so I assumed that it's a new unit. I called your store right away for assistance.

To my surprise, I was told by the customer service representative that I have to pay a 10% restocking fee if I return the TV. I explained it to him that I bought a damaged unit. He insisted that all products sold have been inspected before the sale, so it is not possible that I received a damaged TV and he refused to waive the fee. I was quite offended by that response. I felt that he accused me of lying.

As if that weren't enough, I noticed that the antenna I purchased is not new. The packaging has been opened, and the box is missing the cord that connects to the TV. I don't even know if the antenna works or not, because I can't test it without the cord. I have been a customer of your store for many years, and I've never felt more disappointed. I just want to get my money back because I was given a faulty product. It is totally unjustified for your store to collect a restocking fee when the unit that you sold to me is already damaged.

I would be highly grateful if you could look into the matter and issue a full refund for my purchase. I would request an immediate action from you. If I cannot get the entire amount back, I will have to file a complaint to the head office and the customer protection bureau.

Regards,

Mark Samuelson

Using the drop-down menu (□), choose the best option according to the information given in the message.

1. Marc wrote the letter
(□)
2. Marc is unhappy with the store because the store
(□)
3.Before buying the TV, Marc
(□)
4. The TV antenna
(□)
5. If his request is not satisfied, he will
(□)
6.Marc took the TV home without any suspicion because
(□)

Here is a response to the message. Complete the response by filling in the blanks. Select the best choice for each blank from the drop-down menu(□).

Dear Mr. Samuelson,

Thanks for your email to notify us of the issue you have been experiencing with your 7._____. We are very sorry for such a terrible experience you have to go through. We always put our customers first, but this time, we let you down. I agree that your recent experience is 8._____.

I have followed up with our sales representative at the store, and given him the instruction to 9._____ give you a 10% discount on your next purchase. I want to use this opportunity to tell you that I am sorry for the difficulties you have encountered as a result of our service that doesn't need our standards.It is obvious from this incidence that our sales staff need 10_____ for better communication with our valued customers.

Thank you for your understanding. Your refund should be processed within two business days. If you have any inconvenience and we look forward to 11_____ again.

Best Regards,
Ronald Janieson
Customer Service Manager

LIVEWORKSHEETS