Match the problems with the appropriate solutions.

A.

Dear Sir/Madam,

I am writing to express my disappointment with your service. I have been a faithful customer for years but I am afraid I have to cancel my subscriptions because my favorite channels such as Disney and Fox are no longer available.

Yours faithfully,

Roger Bingham



B.

Dear Admin,

My Internet connection has been slow all morning. This has caused me to lose some businesses. It would have been helpful if you had informed your customers about problems like this beforehand.

@ErickRockandRoll



C.

Dear Sir/Madam,

I have filed a request for a subscription migration three weeks ago. But, I have not got any follow-ups from your staff. I need the Internet for my study and would prefer to end my subscription if your company cannot have the Internet connection at my new place within two days.

Thanks

@imastudent

☐

Dear ...

Please accept my aplogy for the late follow-ups for your subscription migration. I have contacted the related staff and I am happy to inform you that the technisian would be able to visit your house to finish up the final installation. Please let me know what time is good for you for this visit.

Best regrds,

Mindy

☐

Dear ...

Please alow me to apologize for your inconvenience. We have checked your account and there have been technical problems with our connection in your area. We have sent an email regarding this issue earlyer today. Your Internet should be working well around 4 p.m. However, if the problem persists after 4 p.m please let us know.

Yours Faithfully,

Greg

☐

Dear ...

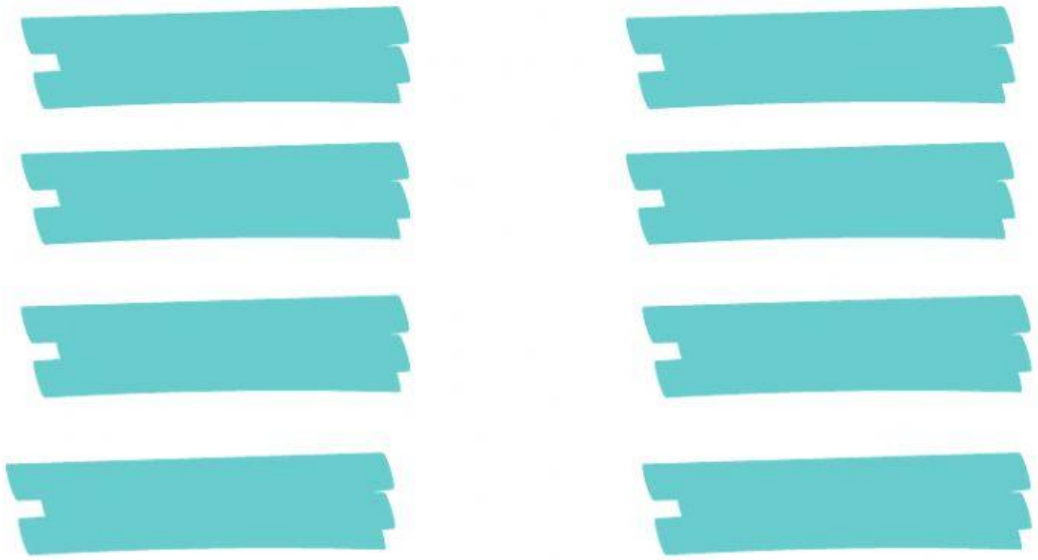
We would like to apologize for the inconvenient. However, the two chanels you mentioned are not include as add-ons. We would be happy to help add them to your current package for an additional IDR75,000/month. Is this something you would consider?

Best regards,

Admin 1

LIVEWORKSHEETS

Identify eight typos from the replies and write down the correct forms below.



Match the underlined words in the texts with the following definitions.

1. *trouble or difficulty*
2. *think about*
3. *investigate something further*
4. *continues*
5. *sadness or displeasure caused by unfulfilled hopes or expectations*
6. *communicated*
7. *in advance, before another action*
8. *loyal*

Match the first half of the sentences with the last half.

1. *if the problems persist*	• *to inform you that we ...*
2. *We would like to apologize*	• *for your inconvenience...*
3. *Please allow me*	• *please contact us again...*
4. *I am happy*	• *you would like to consider...*
5. *Is this something*	• *to apologize...*

LIVEWORKSHEETS