



UNIT 9.3

D. LANGUAGE FOCUS

1. Responding to complaints

1.

I'm sorry, but we found the missing items here in our factory.
I'm afraid we can't send them immediately.

2.

I'm very sorry about that.
I do apologize for the mistake.

3.

I'll look into the problem.
I'll dispatch the missing items today.

4.

Would you like me to send it by express mail?
Shall I send it today?

D. LANGUAGE FOCUS

2. Responding to a formal complaint email/letter.

✓

Further to your

With reference to your

Thank you for

✓

We would like to apologize from the problems we had.

Once again, our apologies for the inconvenience you had.

✓

I am afraid there was a mix-up over your order.

✓

The goods will be sent by special delivery.

✓

We look forward to receiving further orders from you.

We very much hope that you will continue to do business with us.

