

UNIT 4: READING – TUTOR’S HANDOUT- ĐIỆN TỬ 4

Exercise 1: Choose the most suitable words to fill in the blanks.

Customer Service Department
Porelli Electronics
45F Hartford Way
London, England

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 with the copier since I bought it. The first thing I noticed was that the paper gets (1) almost every time I use it. I have tried all of the troubleshooting tips in the manual, but the paper continues to (2).....in the machine. Also the copier is not (3).....with some of the computers in my office because I thought it was able to connect with every kind of the computer. And finally, the machine makes a very loud humming noise while in operation and this is distracting everyone near it.

Because of these problems, I would like to send the product back to you for the (4) Please contact me with the instructions on your (5).....process so that I may take care of this as soon as possible.

Sincerely,
Phil Goudie

Choose the most suitable words to fill in the blanks.

1.	A. stuck	B. dented	C. fit	D. broken
2.	A. jam	B. pass	C. work	D. complain
3.	A. pleased	B. reasonable	C. happy	D. compatible
4.	A. complaint	B. refund	C. contact	D. agreement
5.	A. return	B. troubleshooting	C. agreement	D. phone

Exercise 2: Answer the following questions with ONE WORD AND/OR A NUMBER from the letter.

Naresh Arun

106 High Road
Llanelli
Carmarthenshire
Wales
PC1 2MA
1 High Road
Llanelli
Carmarthenshire
Wales
PC2 3MA
9 December 2016

Dear Sir or Madam,

Account No: 12345678

Customer Rights Act 2015

On 26 October 2015 I entered into a Hire Purchase agreement with you for an all in one printer from Errol's Electronics.

I now have a problem with the goods: The printer turns off after 5 minutes of use and won't switch on again for half an hour. I went back to the shop and they refused to replace it.

I understand that under above legislation, it is your responsibility to resolve the matter and would therefore ask that this is done within the next 14 days.

Yours faithfully,

Naresh Arun

1. What month is the letter written in?
2. What product did the writer buy?
3. How long can it be used before turning off?
4. What did the writer want the shop to do with it?
5. How much time is the shop allowed to resolve the matter?

Exercise 3: Answer the following questions with no more than TWO WORDS AND/OR A NUMBER from the letter.

Jane Brown
123 Street
jane@brown.com.au

1 January 2013

Dear Manager

RE: COMPLAINT ABOUT FAULTY TELEVISION CABINET PURCHASED AT CABINET WORLD ON 15 DECEMBER 2012

I am unhappy with the quality of a television cabinet I bought at 5 Street on 15 December and I am writing to seek a replacement.

The cabinet doors do not open and shut properly and the stain on the cabinet is uneven, with one half darker than the other. The cabinet was delivered on 30 December and I noticed this problem as soon as I unpacked it from the box.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality and finish as the sample and arrange for return of the faulty cabinet at no cost.

I have attached a photocopy of my receipt as proof of purchase.

I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will lodge a formal complaint with Consumer Affairs in my state.

You can contact me on 1234 5678 during working hours or after hours on 123 456 789 to discuss this matter further.

Yours sincerely,

Jane Brown
Enclosed: Copy of the receipt for television cabinet

1. What faulty product is it?
2. What's wrong with its stain?
3. When did the customer receive it?
4. What will the customer write if he does not hear from the manager?
5. What phone number can the manager call to contact the customer after working hours?