Exercise 1: Identify the parts of this email below.

Subject: Apologies for the service you received

Dear Steve Roberts,

My name is Ryan Davies, and I am a Customer Service Representative at XXX. I want to take this opportunity to formally apologize for the service you received on 12 September 2021.

Unfortunately, we failed to reach our high standards on this occasion. We have spoken with all team members involved and have reiterated the importance of customer service. I would like to assure you that this will not happen again.

You can contact me directly if you would like to discuss your complaint further. We have attached a voucher for £10 for you to use on your next visit, to show our appreciation.

Sincerely,

Ryan Davies

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