

TYPING TUTOR LESSON 13

25%

Dear Mr. Pim,
My assistant informs me that you are unhappy with the services provided by our company. I am both shocked and sad to hear this, as you have been a valuable client.

50%

It would be very unfortunate if our relationship was to be terminated due to a misunderstanding. In regards to this, I'd be grateful if you could forward us the documents in question, preferably those relating to the accident itself.

75%

For my part, I am doing my best to understand how such a mistake could have been made in the first place. I can assure you that those responsible for the spillage will be determined and appropriate disciplinary action taken.

100%

I do hope we can resolve this issue swiftly and fairly, to the satisfaction of all parties.

Sincerely yours,

Sinclair P. Lewis, CEO GloboMilkTech Inc.