LETTERS OF APOLOGY

Reading Comprehension

Zoom in, read the letter ans answer the question correctly.

Dear Valued Customers,

We are writing to express our deepest apologies for the recent battery issues experienced with our latest smartphone model. We understand the inconvenience and frustration this has caused, and we take full responsibility for the defect.

The safety and satisfaction of our customers are our top priorities. We have immediately launched a thorough investigation into the cause of the battery problem and are working diligently to implement a solution.

We are offering a free replacement or full refund for all affected devices. Additionally, we are committed to improving our quality control processes to prevent similar issues in the future.

We sincerely appreciate your understanding and patience during this time. We value your trust and loyalty, and we are dedicated to making this situation right.

Sincerely, Your CEO

1 What is the main purpose of the letter?

A. To promote a new smartphone model.
B. To apologize for a product defect.
C. To announce a recall of a product.
D. To provide technical support.

2 What does the company acknowledge in the letter?

A. The customers' patience.
B. The complexity of the issue.
C. Its responsibility for the defect.
D. The benefits of the product.

3 What is the company offering to affected customers?

A. A discount on future purchases.
B. A free software update.
C. A replacement or refund.
D. Extended warranty coverage.

4 What steps is the company taking to address the issue?

A. Firing employees involved in the defect.
B. Increasing production of the defective model.
C. Investigating the cause and implementing solutions.
D. Offering free technical support.

5 What is the overall tone of the letter?

A. Dismissive and unapologetic.
B. Arrogant and condescending.
C. Sincere and empathetic.
D. Angry and accusatory.

SEP inglés

LIVEWORKSHEETS