

Comprehension for Unit 2

25 Hill Road
Iguana Falls,
Belize
18th May, 20--

Address:
the writer
and date

Manager
City Centre Shoes
12 St. James Street
Belize City,
Belize

Dear Sir/Madam,

I bought a pair of shoes from your shop on 12th May. They were made by a company called 'Gangplank Shoes' and they seemed sturdy and strong. I intended to wear them every day for school, but after the first week of wear, the sole of the right shoe began to come away from the upper part. This is unacceptable and I am very disappointed.

On 30th May, I shall be coming into Belize City again and I intend to return the shoes to your shop that day. I do not wish for a repair or a replacement pair, as I no longer have confidence in the shoes and am worried that the same thing might happen again. Therefore, I would like a full refund.

I hope you will find this acceptable.

Respectfully yours,

Mark Cawich

Mark Cawich

Closing: When you don't know the name of the person use *Yours faithfully* or *Respectfully*

Alex Rodriguez
Manager
City Centre Shoes
12 St. James Street
Belize City,
Belize
23rd May, 20--

Mr. Mark Cawich
25 Hill Road
Iguana Falls,
Belize

Dear Mr. Cawich,

Thank you for your letter of 18th May. I regret that you have been disappointed by the shoes that you bought from City Centre Shoes. I am surprised that you have had a problem, because Gangplank Shoes is a very reliable manufacturer and we have had no trouble with their products in the past.

May I point out that these shoes are not intended for playing rough sports or for prolonged exposure to water? We will, therefore, not accept responsibility for the damage to your shoes if there is evidence of abnormal use.

We do not normally give refunds but I am prepared to offer you a replacement pair of shoes from stock if you bring along your receipt as proof of purchase.

I will be in the store on the afternoon of 30th May to deal with this matter.

Yours sincerely,

Alex Rodriguez
Alex Rodriguez
Manager

Closing: When you know the name of the person use *Yours sincerely* or *Respectfully*

Answer the following questions based on the letters above.

1. Mark's letter is a letter of a) apology B) complaint C) request
D) application

2. What problem does mark have?

a) he does not like Mr. Alex b) He does not like the shoes c) The sole of the shoe tore off

d) The shoes he got was not the one he wanted.

3) How would Mark like the problem to be solved?

a) he wants a new shoe b) he wants a replacement c) he wants the shoes to be fixed

d) he wants a full refund

4) City Centre shoes gives refunds.

a) always b) rarely c) never d) frequently

5) Which words describes Mr. Rodriguez' manner?

a) sympathetic b) business-like c) rude d) friendly

6) You expect something you buy to be which of the following?

a) cheap b) exactly as described c) expensive d) fashionable