

1st May

Dear Mr Cooper,

Following the recent experiences of two of my staff with your training company, I have decided to send you some feedback based on their comments.

On 25th April, the staff attended a two-day course on using your company's custom content management system. **However**, on the first day the trainer arrived 30 minutes late, which was followed by a further delay **due to** a room change. **As a result of** this, nearly 90 minutes was missed. **In addition to** this, my staff inform me that the approach of the trainer was to let participants 'discover' solutions to problems rather than being told what to do.

Despite having been very satisfied with your services in the past, I may have to reconsider sending staff in the future. I would be grateful to hear any comments you have to make either by phone or in writing.

Yours sincerely,

A Henning

Mrs A Henning
Human Resources

2 Look at the words in bold in the letter. Write them into this table.

Cause and effect	Contrasting	Additional information
because of	(4) _____	(6) _____
(1) _____	Nevertheless	Furthermore
(2) _____	(5) _____	Moreover
(3) _____	(verb + ... -ing)	