



Topic: Cleaning job application

Dear Sir/Madam,

I'm writing this letter in response to the vacancy for housekeeper as advertised in the "Daily News" on 6th of November 2007.

I have worked for the "Care-givers" home for 5 years and thereafter was transferred to the main branch in Durban. This branch caters for two hundred people. I was appointed the supervisor, with five staff reporting to me. I have gained much experience in planning, organizing and leading in this job. I have worked with all types of people and know how to handle their problems.

The reason why I would like to apply for this job because your private home would benefit from my experience. I would be able to give much more attention to the needs of the home due to the size. My credentials speaks for itself which is attached for your perusal. I await for an interview to further discuss my experience with you.

I hope to hear from you soon.

Yours Faithfully,
M Munsamy

Topic: Asking for information on scholarships

Dear Sir/Madam,

I'm writing this letter to request more information about scholarship/Finance assistance offered by your College.

I was awaiting in anticipation to enroll next year for the much coveted Diploma in English, but with unfortunate circumstance, I found myself in a financial difficulty.

I would appreciate it if you could steer me in the right path for scholarship information or if the college will be able to gave me financial assistance.

My certificate in Secondary education shows above average grades. I have worked in a voluntary position on weekends teaching English to young foreign kids. I do have the means to pay back if a loan is granted by the college. My employer will vouch for my employment and provide you with my earnings, and he could also arrange a monthly deduction from salary to your bank account.

I believe I have what it takes and I trust you would consider me setback, by giving me the opportunity to study further.

Looking forward to hear from you soon.

Yours Faithfully,
M Munsamy

Topic: Explanation of delayed first working day

You successfully passed a job interview. You are expected to start on November 15, But you will not be able on that date.

Task: Write a letter to your new boss, explaining your situation, expressing your concern and suggesting solutions.

Dear Sir/Madam,

I am writing to inform you that, I won't be able to start work on November 15, as agreed during my recent interview with you.

The reason that I can't start work was because my mother has fell from the stairs yesterday. As, I am the only daughter and there are no other relatives that are able to look after my mother, I have no choice but to go back to look after her. According to the doctors it will take about two weeks for her to be able to walk and care for herself again.

I apologize for all the inconvenience and I truly believed that you need me to be at work on that day for the project that is schedule to kick of three weeks later. I am able to work for home and completed the project as mention. I will also report to you through e-mail and if there is a problem, I will call and inform you along the way.

Once again, I'm very sorry for the inconvenience and thank you for your understanding.

Yours faithfully,
S. Chua.

Topic: item left on the bus

Write a letter to a bus company saying you have left something valuable on the bus and tell them what to do if they find it.

Dear Sir/Madam,

The reason I am writing this letter to you is because I have left my bag in your bus which I took. It was on Tuesday 5th of August 2008 at around 3:00pm. The bus station that I board the bus was at Jalan Pinang (bus no 55) and got down at Jalan Tujuan.

I have tried to locate the bus and the driver but was unable too. It is a brown bag with some samples of costume jewellery of my company. There are 165 pcs of it in the bag. Its the last set of samples that I have. With out the samples its impossible for us to show to our customers.

If you have found it could you please call me at 03 5192 6541 or email me at sch@hotmail.com and I will arrange to pick it up from your office.

Looking forward to hear from you.

Yours faithfully
S. Chua

Topic: migrant writes a letter to a friend

You migrated to another country. Write a letter to your friend to describe your present life and tell him/her why you chose this country.

Dear Linda,

I'm sorry I haven't been writing to you for such a long time. I am writing to inform you that I have migrated to Perth, Australia. My family and I arrived in Perth on the 03/04/08 and we have finally settled down.

We migrated to Perth because my sisters and their family have also migrated there three years ago. We have planned to join them in Perth and also for the children's education and their future as well.

We have just settled in our new house and the kids are enjoying the pool almost everyday. They have been attending a public school and have made quite a lot of friends. The people here are very friendly and helpful. John has also found a job near the city. The working environment here according to John is very different from Malaysia. And as for me, I am a full time housewife, enjoying the morning coffee with the newspaper.

Do let me know when you plan to visit Perth and you are always welcome to stay at my new house.

With love,
Sharon.

Topic: Complaint about a rental car

You rented a car from car Rental Company. The air conditioner has stopped working. You phoned the company a week ago but it has still not been repaired.

Write a letter to the company. In your letter

- introduce yourself
- explain the situation
- say what action you would like to company to take.

Dear Sir/Madam,

I am writing to complain about the air conditioner of my car, which I took on rent from your company for two weeks. Unfortunately, it has stopped working.

I rented Mercedes Benz 8 days ago. My customer number is 1230. Actually, what happened -I was on my way from Jacksonville to Miami, although the atmosphere temperature was cooler, suddenly a sound came from the engine. At first, I thought that the engine belt is broken and I may not be able to drive the car further. However, when I felt no air coming from the air conditioner I realized it has stopped working.

Naturally, when I got back home I immediately contacted your customer care center and

registered my complaint. They issued me a complaint number 234343 and said that they will send a technician at my house within 2 to 3 business days to get it repaired. Almost one week has passed since I called, but still it is not being repaired.

I am not at all satisfied with your customer service. In case, you can't resolve my problem within 2 business days after the receipt of this letter, I want a complete refund of my rent which I paid in advance, that is \$200.

Yours faithfully,
Hasnain Siraj

Topic: Complaint about a faulty mobile phone

Write a letter to the company. In your letter

- introduce yourself
- explain the situation
- say what action you would like to company to take.

Dear Sir/ Madam,

I am writing to inform you about the faulty mobile phone that I have purchased in your store.

I am Christine B., I am a regular customer of your company. On the 10th of March, I bought a brand new Nokia N73 mobile. However, upon one week of using it, problems started to appear. The flash of the camera is no longer working. Also, the monitor is getting blurred which makes it difficult for me to see the SMS messages clearly. I was very surprised to discover such problems in quite an expensive model.

Naturally, I returned the mobile phone in your store to be replaced with a new one. One of your sales staff told me that they will send it to me at my home address within one week. However, two weeks have gone without receiving any replacement. I am very upset for your poor service.

In this regard, I insist on getting a refund of my full payment if the replacement will not come within another week.

Yours faithfully,

Christine B.

Topic: Asking for information about a seminar

You would like to participate in a work-related seminar in another country.

Task: Write a letter to the person in charge of the seminar and ask for detailed information regarding the dates, program, accommodations and cost.

Dear Sir/Madam,

I am writing to ask for information about the seminar that you are conducting during the next week.

I am an electronics wholesale dealer in Pakistan and I am interested to take part in this work-related seminar. I think that it would be very beneficial for me to see the latest

electronics appliances and have an excellent opportunity to make contacts with different companies. Therefore, I need to get some information in details such as; the total period of your seminar and the complete leaflets of different scheduled programs. Beside this, I have a plan to come with my two staff members so what would be the arrangements of accommodation and total expenditures, which you have estimated for each person.

You could send the above-mentioned information to my e-mail address. I would like to receive it as soon as possible because of adequate preparation before the departure.

I am looking forward to hearing from you.

Yours faithfully,
Athar Nafees

Topic: a complaint about a laptop

You have bought a new laptop computer and in a few days of purchase discovered a major flaw. Write a letter to the company. In your letter

- introduce yourself
- explain the situation
- say what action you would like to company to take.

Dear Sir/Madam,

I am writing you to express my dissatisfaction with a laptop computer I bought in your store four days ago.

As soon as I turned on the computer, I realized that Windows operating system was not installed in it, although the offer said it was included. In addition, I chose a gray laptop and the one I received is black. Moreover, the default language of the laptop is Japanese and I haven't been able to change it to my native language, which is English. To make matters worse, the memory specifications of this laptop are not the same as the ones that I read in your catalog.

I definitely need this situation to be solved as soon as possible. I made the decision to buy the laptop at your store, because of previous good recommendations some friends of mine gave me about your store. However, after this experience, I feel deceived.

I would like you can send me the laptop I first chose at your store, including all the specifications were shown in the offer. If I don't get a quick response to my request, I hope a full refund of the payment I already made.

Thanks in advance for your response.

Yours faithfully,

Robert Wilson