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Revising



After checking the first draft, it is time to write the second draft. Read the tip boxes carefully. They will give you much help on writing up the second draft!

Second Draft

Room 2703, Block 4, Sunshine Terrace,
15 Pak Fuk Road, Fanling, N.T.

Customer Service Manager
Treasure Hunt Online Store Limited
3/F, Sky Building, 38 Cameron Road, Kowloon

5th June 20XX

Dear Sir / Madam,

I am writing to complain about the poor product and unsatisfactory staff service I received at your store where I purchased a watch on 24th May 20XX.

As said by your staff, the watch I chose was scratch-proof and of high quality. (However / Moreover / Furthermore),

when I received the watch on 30th May, I found that its surface was obviously scratched! Also, the colour of the strap was not what I wanted. I chose a watch with a dark blue strap

but I ended up getting a brown one

W

Add two negative **adjectives**.

W

Add a word which has a similar meaning to 'employees'. (Hint: the word starts with an 's')

S

Circle the appropriate **connective**.

S

What **preposition** is missing?

I

Add **details** about what colour you intended to buy and what you got in the end.

I called the customer service hotline immediately, but for almost an hour no one had answered. Although finally the phone was picked up, but the staff member was unhelpful and impatient.

S
Is it correct to use 'although' and 'but' together? If not, delete one of them.

She turned down my request for an exchange because the watch had already been damaged. It was clearly stated in your company

policy that products with quality problems could be exchanged.

I
Why was it unreasonable for her to turn down your request?

Worse still, she accused me of not handling the watch carefully, and asked me to pay to have it repaired!

I could not believe that I had had such a bad experience.

O
How did you feel about the overall experience? Write a **topic sentence**.

I wanted to buy a watch for my dad for Father's Day but now I can't give it to him because it was rubbish. what I got was totally

different from what I expected. I was also frustrated

V
This part is not **polite** enough. Rewrite it.

with the poor attitude and unprofessional

service of your staff. As compensation, I now ask for a full

refund. I also want your company to say sorry to me. I also

W
Add two negative **adjectives**.

expect a formal apology from your company.

I strongly suggest your company perform strict quality check and

provide adequate staff training. For your reference, enclosed is

V
Rewrite this request in a **more polite and formal** tone.

a copy of the receipt.

I hope you could follow up the matter and I can be contacted at 6465 7178. Thank you for your attention.

I
Have you enclosed any **documents** which support your complaint?

Yours faithfully,

Vincent

Vincent Chan