

# 2 Drafting

Now, you have to draft a letter of complaint to the Customer Service Manager of the online store.

Text Type: Letter of complaint  Reader(s): Customer Service Manager 

Tone: Formal  Tense(s): Present & past tenses 

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

5<sup>th</sup> June 20XX

Why are you writing this letter?  
Dear \_\_\_\_\_ (greeting),  
I am writing to \_\_\_\_\_ (purpose of writing) \_\_\_\_\_ at your store where I purchased \_\_\_\_\_ (product) on \_\_\_\_\_ (date).

Who told you this?  
\_\_\_\_\_ (staff) the watch I chose was scratch-proof and of high quality. When I \_\_\_\_\_ (date) \_\_\_\_\_, I found that \_\_\_\_\_ (first complaint about the product) !  
Also, \_\_\_\_\_ (second complaint about the product) \_\_\_\_\_.

CLASSROOM Online World 學·習·平·台 You can download the suggested answers to this section from our website as a reference.

I called the customer service hotline immediately, but \_\_\_\_\_ (first complaint about the service) \_\_\_\_\_.  
She turned down my request for an exchange because \_\_\_\_\_ (reason) \_\_\_\_\_.  
Worse still, she \_\_\_\_\_ (second complaint about the service) \_\_\_\_\_.

What happened when you called the hotline to complain about the watch?  
Why did she reject you?

I wanted to buy a watch for my dad for Father's Day but \_\_\_\_\_ (feelings about the product and service) \_\_\_\_\_ . I was also \_\_\_\_\_ (feelings about the product and service) \_\_\_\_\_ .  
As compensation, I now ask for \_\_\_\_\_ (first demand) \_\_\_\_\_ . I also \_\_\_\_\_ (second demand) \_\_\_\_\_ .  
\_\_\_\_\_ (suggestions) \_\_\_\_\_ .

Can you give one more example of the unprofessional service?  
Tell the recipient how you felt about the product and service.

Do you demand any compensation or have any suggestions?

I hope \_\_\_\_\_ (demand for prompt action) \_\_\_\_\_ and I can be contacted \_\_\_\_\_ (contact details) \_\_\_\_\_ .  
\_\_\_\_\_ (ending) \_\_\_\_\_  
\_\_\_\_\_ (close) \_\_\_\_\_ ,  
*Vincent*  
Vincent Chan

Ask for prompt action.  
How can the recipient contact you?  
End the letter politely.