

1. Practice

From:	customerservice@electrocity.com
To:	natw1084@zmail.com
Date:	August 29
Subject:	response to your e-mail
Attachment:	 Coupon
<p>Dear Ms. Winters,</p> <p>I am responding to your e-mail that I received this morning. We at Electrocity always try to provide our customers with good service and excellent products. We were surprised to learn that the television you had ordered online arrived with a scratched screen and without the necessary cables. We sincerely apologize for any inconvenience this may have caused you.</p> <p>Please re-pack the television in its original box, and we will send a delivery service to pick it up from your home. Please call to arrange a pick-up time that is convenient for you. As soon as we receive the faulty television, we will send you a new one.</p>	

As a gesture of goodwill, we will provide you with our extended warranty on the new television, compliments of Electrocity. We will also expedite shipping of the replacement television at no charge to you. In addition, I have attached a coupon for 20 percent off your next Electrocity online purchase.

I hope we have restored your confidence in Electrocity. Your business is sincerely appreciated, and we look forward to serving you in the future.

Sincerely,

David Kaluzna, Customer Service
Electrocity

1-1 Match the definitions to the expressions by dragging the correct words from the bank below to the appropriate column.

Expression		Definition
restore confidence		<div></div> <div></div>
compliments of		<div></div> <div></div>
gesture of good will		<div></div> <div></div> <div></div> <div></div>
apologize for any inconvenience		<div></div> <div></div> <div></div>
(a) say one's sorry for causing difficulties	(b) get someone to trust you again	(c) action performed to convey one's positive feelings or intentions
(d) as a gift from someone		

1-2 Choose the correct answer.

Who wrote this e-mail?

- Ⓐ An dissatisfied customer
- Ⓑ A customer service agent
- Ⓒ A technician
- Ⓓ The owner of a store

1-3 Choose the correct answer.

Mr. Kaluzna responded to Ms. Winters' e-mail on the same day in which he received it.

- Ⓐ True
- Ⓑ False
- Ⓒ It is unclear.

1-4 Choose the correct answer.

What is the tone of the e-mail?

- Ⓐ Apologetic
- Ⓑ Angry
- Ⓒ Frustrated
- Ⓓ Indifferent

1-5 What does the company offer Ms. Winters? Select all that apply.

- ☐ A 20% discount off her next purchase
- ☐ A free subscription to cable television for a year
- ☐ Express delivery of a replacement TV
- ☐ A free extended warranty from the company

2. Quiz

2-1 Choose the correct answer.

What is the purpose of this e-mail?

- (A) To advertise an electronics store
- (B) To order electrical appliances
- (C) To respond to a complaint
- (D) To request new television cables

2-2 Choose the correct answer.

What does Mr. Kaluzna ask Ms. Winters to do?

- (A) E-mail a picture of the cracked screen
- (B) Call Customer Service to file a complaint
- (C) Purchase an extended warranty
- (D) Pack the television in its original box

2-3 Choose the correct answer.

What is true about the broken television?

- (A) It will be picked up by a delivery service.
- (B) It has a faulty cable.
- (C) It was purchased on August 29.
- (D) It was intended as a gift.

2-4 Choose the correct answer.

The word "expedite" in paragraph 3, line 3, is closest in meaning to

- (A) move faster
- (B) cancel
- (C) order
- (D) expect from

2-5 Choose the correct answer.

When will the company send Ms. Winters a new television?

- (A) Within one business day
- (B) Once the company receives the broken TV
- (C) When the television goes on sale
- (D) As soon as Ms. Winters pays for shipping