

Letter of Acknowledgement/Confirmation

You have gone through the quotation given by Mr. Smith regarding the refurbishing of the existing library. Write a letter to confirm the proposal. Tell him that the payment will be paid according to work progress and the time frame you expect the work to be completed.

Letter of Enquiry

You work for Mr. Leslie Lim, Training Manager of Turner Communication, 03-03 Sapphire Building, 215 Lorong Ragu, Kuala Lumpur, Malaysia. Mr. Lim has received recommendations for business and secretarial courses at Aurora Centre, 21 Exeter Road, 07-04 Grange Tower, Eastern Avenue, Kuala Lumpur, Malaysia. He asks you to compose a letter for him saying that he is considering upgrading some staff. Ask for details of part – time courses available at the college including the examinations which they lead to. You also need to know the dates of the next intakes.

Letter of Complaint

Your boss asked you to order a new dinner service (cups, saucers, plates, etc.) for the director's dining room. You ordered one that has gold coloured edging. The set was delivered while you were out for lunch, so your colleague signed for it without checking the contents. When you opened the package, you noticed that on various items the gold coloured edging is tarnished and flawed. You cannot accept the goods in this condition. Write a letter to the company and ask them to arrange for a replacement. You have an important meeting in a few days' time so this is now urgent.