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Tugas TOEIC

6. Business Writing

A. Complete the complaint with words and phrases from the box

1. apology
2. store clerk
3. sorry to say
4. unhelpful
5. items
6. complain
7. regular customer
8. your staff
9. speak to manager

B. Read the replay. The sentences are in the wrong order. Put them in the correct order.

1. Dear Mr, Miles
2. Thank you for your email dated november 17 complaining about the unhelpful store clerk in our store in the Marina Square shopping mall
3. We are very sorry that you were not happy with the service in our store
4. All our sales clerks are trained both in IT and in customer service

5. However, we have asked the store manager to deal with the problem, and he will be in touch with you in the next few days
6. In the meantime, please accept this \$10 voucher, which you can use at any of our stores anytime during the next six months
7. We apologize once again and hope you will continue to be a valued customer
8. Sincerely
9. Shuna Hsu, Customer Service Manager