**Taha**

**QUIZ 4**

**Q1**

May 12, 2021

Mary Jane

145 Blvd. Apartments

New York

Dear Mary,

We at TPS Airlines work diligently to provide the best services to our customers. As you may know, we are the only service in the US to provide hassle-free service in this pandemic and you are the recipient of it as we provide you with a ticket to Seattle on an urgent basis.

During this uncertainty, air travel continues to be an essential service and at TPS we are committed to helping those who need to travel. So, generally, when a customer purchases a non-refundable ticket, it is impractical for us to issue any refunds for some unforeseen circumstances. However, we hold high regard for our customers and issue a credit to the customer’s account which they can use for future travel.

Thank you for getting in touch with us. We at TPS hope to continue our relationship with you as a customer and making your lives easier.

Sincerely,

Boris Johnson

Head of Communication, TPS Airlines

Good evening Mam,

Thank you for contacting us. We would be happy to assist you.

The tps airlines work with honesty to provide best services to our customers. We know that due to emergency u were unable to catch flight on time and missed it. This case was put forwarded to high authorities and it was decided that it is impractical for us to issue any refunds for our customers due to Company’s Refund Policy.

However, as we also issue a credit to our customers’ account we can arrange a new flight for you for future use. Please let us know the date you want to reschedule your flight and we will let you know the timings of closest flight.

TPS airlines hope to continue the relationship between us.

Sincerely,

Bahadur khan

Tps airlines

**Q2**

Message # 1:

We work in completely different divisions of the company, and I have known you for such a short time that it is difficult for me to speak with authority about your abilities. I think someone else would be a better choice.

Message # 2:

We are honored that you have chosen us to sponsor to these causes. We have restricted our donations to a few selected causes only, and yours “Donors Choose” is not one of them.