**Ahzam**

**Quiz**

**Q.1) Assume that you work for TPS Airlines. Write a letter to a customer declining her request for an adjustment. She bought an air ticket to Seattle from your airline. Unfortunately, she missed the flight due to an emergency. Thus, she has requested your airline to refund her money for the ticket. You have to inform her that this is not possible. Use the block format and the indirect approach. [10 marks]**

**Ans)**

Good morning Mam,

Thank you for contacting us, I would be more than happy to assist you.

I can see that you booked a ticket for a flight from California to Seattle but due to your father’s health you were not able to catch your flight. First of all, I am sorry for your father’s health and I pray for his speedy recovery. After forwarding your case to higher authorities for a refund I regret to inform you that this is not possible due to our Company’s Refund Policy.

However, I am told that I can arrange a new flight for you free of cost so that you can continue your journey. If you would like to avail of this offer, please let us know the date you want to reschedule your flight and our representative will get back to you with the timings of the closest flight possible.

Once again, we are saddened to hear about your father’s health and we hope that he recovers as soon as possible and you continue your journey with us.

Syed Ahzam Imam

TPS AIRLINE

**Q.2) Write a suitable buffer (one or two sentences only) for the following negative messages that are written using the indirect approach. [6 marks]**

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| **Message 1: A letter declining a request for a letter of recommendation**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  Unfortunately, I must decline your request at this time. I believe that it would serve your needs better to select another individual whose words would benefit you.  I apologize that I am unable to assist you, but I do, however, wish you the very best in your pursuits. |
| **Message 2: A letter declining a request for donation**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  With the downturn in the economy, our company, like so many others, has had to rationalize our corporate giving, and we have already reached our limits for this fiscal year.  If you will contact us before the end of February of next year, we will be in a better position to consider your application.  We wish you every success in this year's Springfield Gala. |

**Q2)**

**MESSAGE 1: -**

Although you are a hard-working and enthusiastic person, I don't feel I have worked with you long enough. So...

**MESSAGE 2: -**

We are happy that you contacted us for this great cause and We appreciate your effort to gather donations but….