**Q # 1**

**Write a letter to a customer declining her request for an** **adjustment.**

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TPS Airlines

May 12, 2021

Mr. Mukand Krishna,

Gulshan Colony, Jinnah Town

Multan

Dear Mukand,

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

The TPS airlines work with honesty to provide the best services to our customers. We know that due to an emergency u were unable to catch the 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 the closest flight.

TPS airlines hope to continue the relationship between us.

Sincerely,

Bahadur khan

TPS Airlines

**Q # 2**

**Write a suitable buffer (one or two sentences only) for the following negative messages**

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**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 these causes. We have restricted our donations to a few selected causes only, and yours “Donors Choose” is not one of them.

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**Members:**

**1.** Bahadur Khan

**2.** Mukand Krishna

**3.** Bhavnesh Deep

**4.** Yasir Hussain