***Quiz # 4***

**Q1) 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 or the ticket. You have to inform her that

this is not possible. Use the block format and the indirect approach. [10 marks]

**Q2)** **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 really 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. |
| 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,  Boris Johnson  Tps airlines |