

WRITING PRACTICE

You are a frequent visitor of a grocery chain in your area. However, whenever you go there, there's a wait to get a grocery cart and you noticed that some of them are in poor condition.

Write an email in about 150-200 words to the manager, and include the following things:

- Describe why you like going to that grocery store
- Explain the problems with the store
- Suggest solutions to the problems

TIPS

Despite the instruction, write between 190-220 words. Make sure to write in paragraphs.

Opening paragraph – the reason you're writing the email + background information

Body paragraphs – The main message (answer all the questions given to you with DETAILS)

Last paragraph – a closing paragraph – write according to the context and topic

**This response can benefit from more clarity and conciseness. Some words are unnecessary, and some others are not yet clear based on the information provided in your email. Some of the word choice can also be more precise to reflect the message you want to deliver.**

Dear Store Manager,

My name is Tom Henkel, and I am one of AWK your regular customers. I am writing today to express my concerns regarding the old carts (we haven't yet established that the fleet refer to carts) and increased wait time of shopping carts.

I have joined the prime membership (the context isn't clear, what is a prime member?) since 2016. The store is close to my home, which is the primary reason I prefer to shop here. The facility also provides all the required groceries like organic carrots, beans, etc. I also appreciate the discount offers, WW/as well as the additional perks as a prime member, especially the free parking.

Lately, I have seen/experienced some problems with the shopping carts. Some of the carts are missing different parts, like wheels, handle bars and some even have pointy edges that are unsafe. This has caused a lot of problem for old people like me. Last Friday, I accidentally spilled milk due to the sharp edge of the shopping cart; this was an embarrassing situation for me.

I'd like to suggest some solutions that can help (to) alleviate the situation. Firstly, I recommend updating or replacing the old fleet of carts. Additionally, I request that you increase the number of carts in order to reduce the wait time (you should also discuss the problem with the wait time in the previous paragraph).

I am optimistic that you will take appropriate action to address the cart problem (use 'against' when it's followed by a person/action).

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M Deleted: at your grocery store

M Deleted: fleet

M Deleted: been

M Deleted: a prime

M Deleted: member of your store

M Deleted: from your shop

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M Deleted: equipment's

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M Deleted: in

M Deleted: to

M Deleted: consider my request and

M Deleted: against