

SECTION C

Read the situation below.

You are the manager of Happy Fit Gymnasium. You received a complaint email for poor customer service by your newly hired instructor. Write a reply of **at least 150 words** in an appropriate style.

Date : 27 May 2024
From : Iqbal Bin Mohamad Hashim <iqbal_mh@gmail.com>
To : Siva Raju S/O Balan <s_raju@happyfitgroup.com>
Subject : COMPLAINT FOR POOR SERVICES

Dear Mr Siva

I am Iqbal Bin Mohamad Hashim, an elite member of your gymnasium for about five years now. Unfortunately, I encountered great trouble with your newly hired instructor last Saturday (Date: 25/05/2024). I usually have private paid sessions with the instructor from 7 to 8 am. For whatever reason, he was having a session with a group of people during my time.

Due to that, I was not able to have my session on that day and had to go home to meet other pressing engagements. I am disappointed that the new instructor did not even offer as much as an apology for his misconduct.

I believe it is in your best interest to take strict action regarding the above-mentioned matter.

I shall wait for your immediate response.

Thank you.

Yours sincerely

Iqbal

Iqbal Bin Mohamad Hashim

Contact No: 011-1122345

(30 marks)