**In-Class Writing #5** Circle/highlight class time 8:00 9:10 10:20 11:30

Claim & Adjustment Letters

Name of Reviewer Brian Cullinan Name of Author Shiqi Wang

1. **Claim letter** 
   1. Proper letter format/grammar/spelling/punctuation (1 pt) \_\_\_\_1\_
   2. Identifies/Explains the problem clearly (1 pt) \_\_\_\_1\_

Example

“Table cloth was ruined by the fluid”

* 1. Proposes adjustment (1 pt) \_\_\_\_1\_

Example

“I hope that you can provide me with a solution”

* 1. Concludes courteously (1 pt) \_\_\_\_1\_

Example

“Sincerely yours”

1. “Good news” adjustment letter
   1. Letter format/spelling/punctuation/grammar (1 pt) \_\_\_\_\_\_
   2. Expresses regret (1 pt) \_\_\_\_\_\_

Example \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. Explains the adjustment you will make (1 pt) \_\_\_\_\_\_

Example \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. Concludes on a positive note (1 pt) \_\_\_\_\_\_

Example \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. “Bad news” adjustment letter
   1. Letter format/spelling/punctuation/grammar (1 pt) \_\_\_\_1\_
   2. Meets the reader on neutral ground, expressing regret but not apologizing (1 pt) \_\_\_\_1\_

Example

“We appreciate your choice of support and trust”

* 1. Explains why the company is not at fault (.5 pt) \_\_\_\_1\_

Example

“We do not take responsibilities for problems caused by other reasons”

* 1. Clearly denies the reader’s request (.5 pt) \_\_\_\_1\_

Example

“We suggest that we send a technician to check the problem”

* 1. Attempts to create goodwill. (1 pt) \_\_\_\_1\_

Example

“We hope that you will understand”