Question:

Read the following information.

You purchased a 2-year membership to a fitness center next to your neighborhood based on an advertisement. After a period of time, you discovered that the services described on the advertisement are not found in the center. You tried to talk to the manager, but he did nothing to help.

Write an email to the owner of the fitness center in about 150-200 words. Your email should do the following things:

Describe the services that are only in the advertisement and not in the center.

Complain about the way the manager dealt with the situation.

Describe what should be done to resolve this problem.

Write 150~200 words

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To the owner of fitness center,

I am writing this email to complain that the center doesn't have the sauna room.

I got the promotion flyer from you and it said that you have an excellent spa and the sauna. I bought the membership immediately because I am a huge fan of the sauna. However, it turned out the sauna is not applied to the branch. I am very disappointed because that was the main reason I purchased the membership. I talked to the manager yesterday, but he just repeatedly said some meaningless sentences, like a robot.

I highly recommend that you should build a sauna room as soon as possible. I believe it's a good investigation as the center already have an extremely huge spa tub. There's no doubt that a lot of people enjoy the sauna room after using the hot tub.

Besides, I would also have to get my money back or postpone my membership until you have it. If I were you, I would also enhance the employee training for the sake of poor service.

I really love the location of your fitness center, I hope you could improve those features.

Sincerely,

ccas

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