

TOEIC WRITING – QUESTIONS 6-7: RESPOND TO A WRITTEN REQUEST

In-house emails

1. offer you a promotion (F 73-74)

From: Marco Facinni, Marketing Director
To: Cherie Black, Marketing Representative
Subject: Promotion opportunity
Sent: March 23, 5:21 P.M.

Hello Mr. Black,

I would like to offer you a promotion to the role of marketing supervisor. You are one of our best performing employees, and I'm sure you can handle this responsibility. This position offers an excellent benefits package. Please contact me soon to let me know your decision.

Regards,
Marco Facinni

ask
questions

- which branch the vacancy is in
- what hours I have to work

2. punctuality at work (F 76)

From: Sarah Berger, General Affairs
To: All employees
Subject: Company policy on lateness
Sent: July 22, 11:24 A.M.

Hello, everyone!

Employee punctuality is important for our company's productivity. However, management has noticed that many employees are frequently late to work. To address this issue, employees must check in with their managers by 8:30 A.M. If you have any questions with this policy, please contact me directly.

Sarah Berger, General Affairs

ask
questions

- Are flexible working hours allowed?
- What if I have a meeting out of the office?
- What if I had worked late the day before?
- How's the penalty imposed?

3. health and safety seminar (F 81)

From: Glenn Watts, Safety Manager
To: All staff
Subject: Health and safety seminar
Sent: July 2, 8:54 A.M.

Good morning,

I will be leading a health and safety seminar in the conference room next week. I hope that you will all attend in order to gain vital information on new safety procedures. If you have any questions about the training session, please go ahead and ask me.

Cheers,
Glenn Watts

ask
questions

- I'm going away next Thursday, so I might not be able to make it. What day is the seminar going to be held on?
- If I can't make it, how can I get a copy of the materials?

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| <p>4. internet disruption (F 92)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>From: Sebastian Roberts, IT Manager To: All 4th floor staff Subject: Network maintenance Sent: July 23, 12:48 P.M.</p> <p>Hi everyone! I'm writing to let you know that we will be updating the network connection on the 4th floor on Monday next week. This means that the Internet will be down for most of the day. I'm sorry for any inconvenience this may cause.</p> <p>Sebastian Roberts</p> </div> | <p>request</p> | <ul style="list-style-type: none"> - Give me an exact schedule for the IT maintenance work. - Send us your annual schedule for updating the network. - Let us know the maintenance schedule a month in advance. - Provide us with wireless laptops. |
| <p>5. sales promotion (F 97)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>From: Derek Walker, Sales Representative, Printing Express To: Gina Pollock, Administrative Assistant, YK Accounting Executives Subject: Your call Sent: August 20, 8:05 A.M.</p> <p>Dear Ms. Pollock:</p> <p>I understand you tried to call me on Friday afternoon last week. Sorry, I've only just received the message. If you have any printing work you need done, please email me right away with your requests.</p> <p>Sincerely, Derek Walker</p> </div> | <p>request</p> | <ul style="list-style-type: none"> - Could you please review my work? - I might have trouble getting to Corby Mall tomorrow. - Would you be able to give me a ride? |
| <p>6. staff meeting (F 101)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>From: Ava Taylor, Secretary to the President To: All employees Re: ① Staff meeting Sent: August 7, 9:03 A.M.</p> <p>Good morning!</p> <p>② Remember that our monthly staff meeting will be held tomorrow in conference room 2. The meeting starts at 3 o'clock and is expected to last an hour. I hope to see you all there tomorrow.</p> <p>Thank you, Ava Taylor</p> </div> | <p>request</p> | <ul style="list-style-type: none"> - I am writing to request a copy of the minutes from the meeting. - If there are any handouts for the meeting, please send them to me. - I'd like you to convey my apologies to the rest of the staff at the meeting. |

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| <p>7. info on the company event (F 108)</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>From: Addison More, Administration Manager To: Jaden Wilson, HR Director Subject: Employee Awards Ceremony Sent: September 12, 10:43 A.M.</p> <p>Dear Mr. Wilson,</p> <p>I understand that you're in charge of organizing this year's employee awards ceremony. The employees in my team would like to know more about the ceremony. If there is anything you can tell me about the event, I would appreciate it.</p> <p>Cheers, Addison More</p> </div> | <p>provide information</p> | <ul style="list-style-type: none"> - Let them know we have selected a venue. - Tell your employees that they are welcome to bring partners along to the event. - Tell them a buffet dinner will be provided. - The event is going to last for about 2 hours. |
| <p>8. customer service workshop (F 112)</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>From: Caleb Martin, Customer Representative To: Emma Moore, Customer Relations Manager Subject: Customer Service Workshop Sent: October 15, 8:47 A.M.</p> <p>Hello, Ms. Moore,</p> <p>I understand there is going to be a voluntary workshop for customer service employees on Friday. I'm considering attending the session, but I'd like to get more information about it first. Can you please tell me more about the workshop?</p> <p>Thanks, Caleb</p> </div> | <p>provide information</p> | <ul style="list-style-type: none"> - The workshop will be led by Jerry Park, an expert from Chicago. - The workshop will include a number of exercises. |
| <p>9. complaints about work (F 124)</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>From: Deloris Wise, Database Manager To: Les Verdant, Sales Director Subject: Updated mailing list Sent: November 12, 7:43 A.M.</p> <p>Dear Mr. Verdant:</p> <p>I understand that you are not happy with the work my team has done on the client mailing list. Please let me know specifically what problems you have encountered so that we can improve our performance in the future.</p> <p>Thanks, Deloris Wise</p> </div> | <p>complain</p> | <ul style="list-style-type: none"> - I got the list one week later than I was supposed to get it. - I expect you to provide us with more accurate information. - Lots of information we requested was missing. |

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| | | <ul style="list-style-type: none"> - The mailing list was not large enough. |
| <p>10. meeting (F 144)</p> <p>From: Ken M., Departmental Secretary To: All Administration Staff Subject: Meeting Sent: January 15, 8:24 A.M.</p> <p>Hi everyone, Please don't forget that we have the departmental meeting tomorrow at 3:00 P.M. If you have any suggestions for issues you'd like us to discuss, please let me know right away.</p> <p>Thanks, Ken</p> | suggest | <ul style="list-style-type: none"> - I want to discuss the parking list. - We need to talk about ways we can redecorate in here to make it pleasant. |
| Commercial emails | | |
| <p>11. discount on travel packages (F 77)</p> <p>From: Link Travel To: Becky Robinson Subject: Link Travel special offer Sent: June 5, 8:35 P.M.</p> <p>We're offering all our loyal customers a fantastic opportunity to travel this summer. For a limited time only, we're offering discounts on trips to selected destinations. Email us or visit your local Link Travel branch for more details.</p> | ask questions | <ul style="list-style-type: none"> - when does it expire? - what are the "selected destinations" - what's the price range? - what's the discount rate for packages? |
| <p>From: Wendy Tyler To: Pedro Valdez Subject: Your new laptop Sent: Today, 4:15 P.M.</p> <p>Dear Mr. Valdez, My name is Wendy Tyler and I am in charge of our after-sales service. I hope you're happy with your new Linklater SX5 Notebook. If you have any questions about the computer, please let me know right away.</p> <p>Kind regards, Wendy Tyler</p> | <p>12. new laptop (F 80)</p> <p>ask questions</p> | <ul style="list-style-type: none"> - can I exchange the case for a slightly larger one? - can you recommend a reasonably priced printer? |

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Should you have any questions relating to travel, accommodation or the conference agenda, please contact me at any time.</div></div><div><div>Sincerely,</div><div>Mark Rose</div></div></div></div> | <div>ask questions</div> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></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| <p>15. new cell phone plan (F 85)</p> <div style="border: 1px solid black; padding: 5px;"> <p>From: Jenny Bierre, Marketing Manager, HyperCom To: Mailing list Subject: Great Off-Peak Plan!! Sent: August 14, 12:22 PM.</p> <p>Dear HyperCom customer, HyperCom is offering an amazing new cell phone plan. The Off-Peak Plan is just \$15 a month. Users can receive unlimited calling time outside normal business hours. This deal can't be beaten! Please contact us right away if you have any questions about this great offer.</p> <p>Yours faithfully, Jenny Bierre Marketing Manager, HyperCom</p> </div> | <p>ask questions</p> | <ul style="list-style-type: none"> - I want to know the exact hours when I can use the unlimited service. - How much are customers on this plan charged for making calls during peak hours? - Will HyperCom charge me any extra fees if I upgrade to the Off-Peak Plan? |
| <p>16. machine malfunction (F 93)</p> <div style="border: 1px solid black; padding: 5px;"> <p>From: F. Iqbal To: Sales Representative, Grange Electronics Subject: Sovara GX electronic food processor Sent: July 31, 9:22 A.M.</p> <p>Hello, My name is F. Iqbal, and I purchased a Sovara GX electronic food processor from your store. Initially, the processor worked exactly as advertised. However, the machine then began acting up, and now it won't even start. What can I do about this problem?</p> <p>F. Iqbal</p> </div> | <p>request</p> | <ul style="list-style-type: none"> - Send me a copy of your product warranty. - Call our customer service department and make an appointment. - Send the processor to the main service center by mail. - Take the processor into one of our service centers. |
| <p>17. summer getaway (F 96)</p> <div style="border: 1px solid black; padding: 5px;"> <p>From: R. Johnson, Sales Director, Compton Resort To: Mailing list Subject: Compton Resort's Summer Special Sent: July 16, 9:15 P.M.</p> <p>Dear Executive: Are you ready for a summer getaway? Then we've got just the thing for you—log on to HYPERLINK "http://www.comptonresort.com/" to discover our amazingly affordable deals. For more information, visit the website or email us now!</p> </div> | <p>request</p> | <ul style="list-style-type: none"> - I want to book a suite for the weekend of August 11-12. - Could you send me some information about your resort's business facilities? |

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| <p>18. after-sales service (F 96)</p> | <p>From: J. Jones, Rosco Furniture To: K. Williams Re: After-Sales Service Sent: August 6, 2:18 P.M.</p> <p>Dear Ms. Williams: According to our records, you recently bought a Caitlin Two-Seater Fabric Sofa from our store. I hope you are pleased with your purchase. If you would like to request any after-sales assistance, please contact me.</p> <p>Thank you, J. Jones</p> | request | <ul style="list-style-type: none">- I would appreciate your advice on how to clean the sofa.- Could you please send me a copy of your product catalog? |
| <p>From: Derek Walker, Sales Representative, Printing Express To: Gina Pollock, Administrative Assistant, YK Accounting Executives Subject: Your call Sent: August 20, 8:05 A.M.</p> <p>Dear Ms. Pollock: I understand you tried to call me on Friday afternoon last week. Sorry, I've only just received the message. If you have any printing work you need done, please email me right away with your requests.</p> <p>Sincerely, Derek Walker</p> | <p>19. missed call (F 97)</p> | request | <ul style="list-style-type: none">- We need several copies of a report for an upcoming board meeting.- We'd like about a hundred pamphlets for our customers. |
| <p>20. info on the shopping habits (F 109)</p> <p>From: Howard Anderson, Sales Director, Johnson Apparel To: Mailing list Subject: New product line Sent: September 20, 9:03 A.M.</p> <p>We're currently doing market research to find out about people's shopping habits. You can fill out our online survey at HYPERLINK "http://www.johnsonap.com". However, if you only have limited time, please email us with any information you think might be helpful.</p> <p>Warm regards, Howard Anderson</p> | provide information | <ul style="list-style-type: none">- I only buy clothes that are reasonably priced.- I shop for clothes about once a month at the market.- Quality is really important for some basic stuff like winter coats or suits, so I'm willing to pay more for those items.- I prefer conservative clothing. | |

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| <p>From: Noel White, Accounting Executive, Howard Electrics To: Madison Evans Subject: Late bill payment Sent: September 27, 7:52 A.M.</p> <p>Dear Ms. Evans, Our records show that you still have not paid your electricity bill for August. If you do not give us a satisfactory explanation, we will charge a late payment fee to your account. Please contact us to let us know how you plan to solve this problem.</p> <p>Faithfully, Noel White</p> | <p>21. late bill payment (F 112)</p> | <p>provide information</p> | <ul style="list-style-type: none"> - I normally pay my power bill using Internet banking. However, my bank's online system is malfunctioning, so the payment didn't go through. - I have just mailed you a check for the full amount. |
| <p>From: Daylan Thomas, Managing Director, Gladstone Stock Brokers To: Olivia Garcia, Realtor, OfficeSpace Inc. Subject: Relocating offices Sent: October 26, 5:10 P.M.</p> <p>Dear Olivia: The current lease on our large office space downtown is about to expire. We are planning to relocate our headquarters in a cheaper area. Please pass on any information about available commercial properties. Thanks in advance.</p> <p>Sincerely, Daylan Thomas</p> | <p>22. relocating offices (F 113)</p> | <p>provide information</p> | <ul style="list-style-type: none"> - It is hard to find large spaces on short-notice. Therefore, it could take up to two weeks to find an appropriate space for you. - Leases on downtown properties are becoming increasingly expensive. You could save money by relocating to a suburban office complex. |

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| <p>23. cater the event (F 113)</p> | <p>From: Javier Ramon, Director, Dine-A-Do Catering To: Rose Wright, Secretary of the English Department, Fortswall College Subject: Catering for your function Sent: October 2, 6:13 P.M.</p> <p>Dear Ms. Wright: Thank you for contacting me for help with your department's annual party on Friday, October 26. We would be delighted to cater the event. Please pass on some more information about the event so that we can begin planning the menu.</p> <p>Thanks, Javier Ramon</p> | <p>provide information</p> | <ul style="list-style-type: none"> - We expect around 100 people to attend the function. Please make sure you cater for large helpings so that the food doesn't run out. - Bear in mind that several vegetarians will attend the event. |
| <p>24. orchestral performance (F 117)</p> | <p>From: Chloe West To: Inquiries, City Concert Hall Subject: Seattle Symphony Orchestra Sent: October 10, 2:12 P.M.</p> <p>Hello, I heard that the Seattle Symphony Orchestra is likely to perform at the City Concert Hall sometime, soon. Could you please email me back with more information about this concert?</p> <p>Thanks, Chloe West</p> | <p>provide information</p> | <ul style="list-style-type: none"> - The concert will be held at 7:30 P.M. on Friday the 23rd. - Tickets are available from all major ticketing outlets for just \$25 per person. - We're pleased to inform you that we have also prepared a few beautiful arias. |
| <p>25. complaints about an event (F 125)</p> | <p>From: Paula Thompson, Event Coordinator, Jackson Enterprises To: Cameron Harris, Managing Director, Save the Environment Trust Subject: Your fundraiser Sent: November 21, 3:27 P.M.</p> <p>Dear Mr. Harris: I thought that last Saturday's fundraiser that I helped you coordinate was a great success. However, I understand your organization is unhappy with some aspects of the event. Please let me know the precise nature of the problems so that we can reach a resolution.</p> <p>Sincerely, Paula Thompson</p> | <p>complain</p> | <ul style="list-style-type: none"> - The turnout was extremely disappointing for all of us. - The event was rather boring and guests left earlier than we expected. - The location you chose was not easy to access. - The catering that your company organized was not satisfactory. |

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| <p>26. feedback (F 128)</p> <p>From: B. Robinson, After-Sales Service Representative, Q-Telco To: N. Lebowski Subject: Feedback Sent: December 3, 5:06 P.M.</p> <p>Dear client: As one of our first customers to buy the Q-Telco GS3, we hope you can provide us with some feedback on the new cell phone. If you have any problems or concerns about the performance of the phone, please let us know.</p> <p>Sincerely, B. Robinson</p> | <p>complain</p> | <ul style="list-style-type: none"> - The main issue I have with the phone is that it is too small, I have trouble pushing the buttons. - I've noticed that the battery runs out very quickly. |
| <p>From: Jasper F. To: Heidi K., Client Affairs Manager, Western Rent-a-Car Subject: Credit card statement Sent: December 7, 9:03 A.M.</p> <p>Dear Ms. Heidi K.: I have just received my credit card statement for the month of November. I noted that your company charged me \$350 for renting the Astro XR. I thought we agreed on a charge of \$150. Was there a problem of some sort?</p> | <p>27. credit card statement (F 128)</p> | <p>complain</p> <ul style="list-style-type: none"> - You didn't fill the tank up before returning the vehicle, which you agreed to do as part of the signed rental agreement. - There was damage done to the car. The rear left light had been smashed. |
| <p>28. warning (F 129)</p> <p>From: Kevin Baker To: Arthur Lane, Membership Manager, Carlton Fitness Center Subject: Warning Sent: December 19, 5:18 P.M.</p> <p>Dear Arthur, Today I received a letter of warning from the Carlton Fitness Center management about following gym regulations. I don't understand what the problem is. Can you please let me know what's going on?</p> <p>Kevin Baker</p> | <p>complain</p> | <ul style="list-style-type: none"> - You frequently park in the spaces reserved for staff in the morning. Please make sure that you park in the member's area from now on. - Remember that the time limit for machine usage is 30 minutes. Our fitness center employees have noticed that |

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| | | you spend too long on some machines. |
| <p>29. responding to the complaints (F 129)</p> <p>From: Habibul A., Sales Assistant, The Online Hardware Shop To: Denise S. Subject: Responding to your complaint Sent: December 27, 7:02 P.M.</p> <p>Dear Ms. Denise S.: I heard from our receptionist here at The Online Hardware Shop that you are not satisfied with the X3 Shelving Unit you bought recently. I'm very sorry to hear this. If you don't mind, please let me know the specific problems you have with the product by email.</p> <p>All the best, Habibul A.</p> | complain | <ul style="list-style-type: none"> - The shelves are larger than advertised. This means that they do not fit in my garage, which is very inconvenient. - I had trouble assembling the Shelving Unit as the instructions were very hard to understand. |
| <p>30. problems with the new dress (F 133)</p> <p>From: M. White, Manager, Digby's Fashion Outlet To: L. Partridge Subject: Something wrong? Sent: December 13, 4:21 P.M.</p> <p>Dear Ms. L. Partridge, I received your phone message this morning about there being some problems with the dress you bought from our store last month. Please tell me about these issues in more detail whenever it is convenient.</p> <p>Faithfully, M. White</p> | complain | <ul style="list-style-type: none"> - The stitching on the back is coming undone. The quality of your clothing is normally high, so this is a bit disappointing. - The directions on the label indicate that the dress is machine-washable. However, after I put it in the machine last week, the material has shrunk and it no longer fits me. |

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| | | <ul style="list-style-type: none"> - it seems to be bleached a bit as well. The color is not bright blue anymore. |
| <p>31. travel arrangements (F 140)</p> <div> <p>From: G. Posey To: N. Jones, Event Manager, ITF Conferences Subject: Next month's conference Sent: February 26, 8:12 P.M.</p> <p>Dear Ms. Jones, I'm coming to San Francisco next month to attend the "Women in Literature" conference. I need to make the arrangements for my trip, and I was hoping you could give me some advice about this. I hope to hear back from you soon.</p> <p>Faithfully, G. Posey</p> </div> | suggest | <ul style="list-style-type: none"> - You should stay at a hotel close to the conference center. - You should try to fly in the day before the conference is due to start. - It is recommended that you bring your laptop to take notes. - You can plan a tour of the city because you have free time in the afternoon. |
| <p>32. malfunction of electronics (F 141)</p> <div> <p>From: Len Munster To: Inquiries, Pluzo Air Subject: A/C is malfunctioning Sent: February 12, 11:45 A.M.</p> <p>Hello, I own a Pluzo Air air-conditioning unit which has started malfunctioning. The product warranty has already run out, so you're not liable for the problem, but I was still hoping you could give me some advice about how to fix it. Thanks for your consideration.</p> <p>Regards, Len</p> </div> | suggest | <ul style="list-style-type: none"> - Consult the product manual. - Try to disassemble every unit and clean it. - You can send it to our main service center. - Try checking our website for a list of recommended technicians. |

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| <p>33. getting feedback (F 144)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>From: Jacob W., Customer Services Manager, Plymouth City Foodlink To: Foodlink Supermarket Loyalty Card holders Subject: Getting feedback Sent: January 29, 2:13 P.M.</p> <p>Dear Foodlink Loyalty Card holders, Thank you for shopping at Foodlink. As part of our commitment to your satisfaction, I'm writing to all our card holders to check that you are happy with our service. If there is anything that you would like to see changed, please contact me.</p> <p>Yours sincerely, Jacob W.</p> </div> | <p>suggest</p> | <ul style="list-style-type: none"> - You should keep the supermarket open 24 hours a day. - I think there should be bigger rewards for Loyalty Card holders. |
| <p>34. the new campaign (F 145)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>From: C. Dodson, Senior Executive, AdvertiZe To: K. Silva, General Manager, Codel Sportswear Subject: The new campaign Sent: March 21, 11:57 A.M.</p> <p>Dear Mr. Silva, My name is Claire Dodson and I am handling your advertising account on behalf of AdvertiZe. We're now planning a new promotional campaign for your company. If you have any specific requirements for the campaign, please contact me as soon as possible.</p> <p>Sincerely, C. Dodson</p> </div> | <p>suggest</p> | <ul style="list-style-type: none"> - We'd like the advertisements to target young people, especially males. Young males are our biggest market, so we need to appeal to them. - We'd like you to make use of new advertising channels. In particular, please try and use a lot of Internet advertisements. |

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| <p>35. lawnmower's problem (F 145)</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>From: Keira Wellesley To: Customer Support, Mainland Mowers Subject: A problem Sent: April 2, 12:36 P.M.</p> <p>Hello, I bought a Big Cut lawnmower from Mainland Mowers about 6 weeks ago. Unfortunately, something seems to be jammed in the lawnmower's blade, and I'm not sure how to get it out safely. Can you please give me some advice?</p> <p>Thanks, Keira</p> </div> | <p>suggest</p> | <ul style="list-style-type: none"> - Flip the red safety switch on the side of the mower. - Turn the mower on its side and carefully lift the blade cover off. - I suggest you take the lawnmower to your nearest Mainland Mowers service center instead. |
| <p>36. improving hotel service (F 149)</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>From: Jenny Cooper, Manager, Hotel Marina To: Marcus Farley Subject: Your stay Sent: March 6, 4:21 P.M.</p> <p>Dear Mr. Farley, I hope you enjoyed your recent stay at Hotel Marina. It was a pleasure having you! If you have any advice you would like to give us about our facilities and services, please let me know.</p> <p>Thank you, Jenny Cooper</p> </div> | <p>suggest</p> | <ul style="list-style-type: none"> - The complimentary breakfast could be better. Sometimes the ingredients weren't fresh, which was a little disappointing. - I'd like you to upgrade the business center. The computers and printers set up in this area were quite outdated and slow. - I want to mention your checkout time. I had to check out by 10 A.M. and found it a bit earlier compared to other hotels. |

(to be continued)

Compiled by Phạm Hương Liên

Source: TOMATO TOEIC Writing Flow