# Write a letter refusing one’s request to join golf club.

Nguyen Thi Hong Mien

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October 11, 2019

Nguyen Van A

SE03311, Class IS1103

23 Phan Dinh Phung, Ba Dinh, Hanoi

Anvse03311@fpt.edu.vn

Dear Mr. A:  
Your application for becoming a member of FU Golf Club has been received and reviewed. FU Golf Club has a large member base in FPT, and each year we receive applications from more prospective students than we can accept.  
In this recruitment, we received 130 applications for our club. However, we could only accept a maximum of 30 new members to maintain the quality of our club and make sure all members are well taken care of. To be fair to all, we read and reviewed each application carefully in the order you submitted to us. There are about 50 applications eligible this time and unfortunately, yours is one of the late 20.

If you would like to join a club for sports and fun purpose, our suggestion is the neighboring FU Badminton Club. That club has a large member base and good reputation. They are recruiting newbies until October 30, 2019.

A, you have our best wishes as you join any club at FU. We believe club activity will make your university life more colorful and meaningful.

Sincerely,

Nguyen Thi Hong Mien

FU Golf Club Head of Communications

### Page 227. Exercise 7:

Seafood Specialties Restaurant offers a shrimp and lobster tail special each Friday evening. You are manager of the restaurant. On Tuesday, you received a request from a customer, Shipley Masters, who ate last Friday’s special. According to Mr. Masters, shortly thereafter, he had to go to the hospital emergency room and have his stomach pumped because of food poisoning. He believes his problem came from the Friday special at your restaurant and asks that you pay his hospital emergency room bill. He did not send a copy of the bill or any evidence of his illness. His letter stated the charges were $200. This is the only complaint that you have received; therefore, you have doubts that the illness came from your restaurant. Write a letter refusing the request unless documentation is provided, but make the letter positive to maintain Mr. Masters’ goodwill as a regular customer.

Message type: Adjustment refusal

Dear Mr Masters,

As you are our regular customer, we would like to serve you the special food menu with good hygiene.

We always serve lobster and shrimp tail every Friday evening. We have never received any negative feedback concerning food quality until you told us that you had food poisoning. As soon as we received your request for payment of $200, we did some investigation regarding last Friday’s special. We have contacted 10 customers who were served the same dishes you had last Friday and have checked the food sampling carefully. We found no problem with that menu.

We are sorry about the undesirable incident that happened to you. However, payment will be made only if further documentation is provided including hospital bill and evidence of your illness.

At Seafood Specialties Restaurant, we view customer’s satisfaction as the first priority and your well-being is important to us. We will do our best to give you a thorough explanation for this as soon as possible.

We appreciate your choosing Seafood Specialties as regular place for seafood dishes.

Sincerely,

Nguyen Thi Hong Mien

Head of Customer Service

Seafood Specialties Restaurant

### Page 227. Exercise 14:

You are Finance Officer for Commercial Credit, Inc. Juan Martinez is the owner of a Mexican restaurant. He needs a loan of $200,000 to replace coolers, mixing machines, fry cookers, and commercial ovens. The restaurant is not producing a steady income, and Juan has no other assets as loan collateral. Although Juan is convinced new equipment will solve his income problems, you decide to reject his loan application. Write a letter refusing the loan but with the goal of maintaining goodwill for future transactions

Message Type: Loan Refusal

Dear Mr Martinez,

Your interest in obtaining a line of credit with Commercial Credit is sincerely appreciated. You can be assured that you will receive the best service possible from us.

Your satisfaction is important to us, so your line of credit application was processed promptly.

We understand that a loan for new equipment will greatly benefit your business. However, while processing your application, our credit department learned that your restaurant is not producing a steady income and you had no other assets as loan collateral. After your company is in more stable operation with monthly profit of more than 10%, we encourage you to resubmit your application.

Commercial Credit has an extensive variety of personal and business loans. With additional collateral or proof of income, you will get the best rate within days.

Best wishes for success with your restaurant. Your business is important to us, and we look forward to being of service to you in the future.

Sincerely,

Nguyen Thi Hong Mien

Finance Officer

Commercial Credit, Inc

### Page 227. Exercise 19:

Write a letter canceling an appointment that you had scheduled this Thursday at 2 p.m. to meet  
with your production manager to discuss product goals for the next six weeks. Reschedule the  
meeting for next week on Thursday at the same time. Use the direct plan.

Message Type: Unsolicited Message

Dear Mr A

Your order for your flower garden should have arrived by now. Perhaps you have been busy in your garden and overlooked sending the payment balance. We can understand that because we know the joy our customers feel when their shipments arrive.

As you look forward to enjoying the summer flowers in your garden, please take a moment to send payment for $7.95 to cover the shipping costs that were not included in the payment for your last  
order. This balance is shown on the enclosed form; please return the form with your check payable to A Gardener’s Dream. Avoid a late payment fee of $10 by paying the $7.95 within 15 days. We have enclosed an envelope for your convenience. Your prompt payment will help keep our costs low, so we can continue offering only the finest products for our customers.

Each year, you can find many new plant varieties on our website and in our seasonal catalogs, as  
well as the tried-and-proven varieties that our customers have always enjoyed. As always, every  
shipment is backed by our guarantee!

Sincerely,

Nguyen Thi Hong Mien