

LETTER OF REQUEST DAN LETTER OF APPRECIATION

Tutorial Sesi ke-5
Bahasa Inggris | MKWI4201 | 3 SKS

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MENULIS SURAT PERMINTAAN

Kalimat Pembuka / *Opening Sentence*

- We are a ... in Jakarta. / Our company is ... / We are one of ...
- We are given your name by ... / You are recommended to us by... / We are advised by ... / The ... told us that ...

Isi / *Content*: Asking for Price List / Discount / Details / Samples / Goods on Approval / Estimation / etc.

- Would you let us have your ... / We would appreciate ...
- Could you please give us more information about ...
- As we ... However, ... If you could supply us with ..., we would be glad...
- We intend to place a substantial order and would like to know what quantity discount ...

Penutup / *Closing*

- Thank you for your attention. / We hope to hear from you in the near future.
- If the concessions we have asked for could be met, we would certainly place a substantial order.
- If the product is satisfactory, we will place further orders with you in the near future.
- If the prices quoted are competitive, and the quality is up to standard, we will order on a regular basis.



CONTOH SURAT PERMINTAAN

PRIME FOOTWEAR
1794 Parkview
Drive Cypress, CA 90630
714-232-7951 | primefootwearcompany@mailmail.com

Dennis Jackson
Marketing Director
Maverick Leather Company
1207 Goldleaf Lane
Jersey City, NJ 07304

August 31, 2021

Dear Mr. Jackson,

I am writing to you today to request information on your company's leather products. My company, Prime Footwear, supplies and manufactures leather shoes, and we are exploring different suppliers. I am very excited about finding out if your company's genuine leather hides may satisfy our requirements.

Please provide details about the products specified here and any additional offerings that you feel may meet our needs. You can learn more about Prime Footwear at prime-footwear-website.co. You may present information through mail or email using the addresses above.

Regards,
Jessie Carter
Production Manager
Prime Footwear

MERESPONS SURAT PERMINTAAN

Kalimat Pembuka / *Opening Sentence*

- We would like to thank you for your enquiry...
- It was a pleasure to receive your letter dated on ...
- We were pleased to receive...

Isi / *Content*

- We confirm you that...
- We can assure you that...
- We have sent you our latest ...

Penutup / *Closing*

- If there is any further information you require, ...
- We are sure you will be satisfied with...
- Thank you for your interest...



CONTOH BALASAN SURAT PERMINTAAN

Maverick Leather Company
1207 Goldleaf Lane
Jersey City, NJ 07304

Jessie Carter
Production Manager
Prime Footwear
1794 Parkview Drive
Cypress, CA 90630

September 12, 2021

Dear Mr. Carter,

Thank you for your inquiry of August 31 asking for the specification of our products. We are pleased to enclose our latest brochure. We would also like to inform you that it is possible to make purchases online at maverick-leather-company.com.

We look forward to have business with you.

Yours sincerely,

Dennis Jackson
Marketing Director
Maverick Leather Company

COMPLAINT LETTER

Deskripsikan barang/jasa yang Anda beli.

- I am writing to ask ...

Katakan detail tentang item/service yang dibeli (kapan, di mana, dan jumlah biaya)

- This situation is causing us a great deal of inconvenience.

Jelaskan masalahnya dan tindakan apa yang telah dilakukan.

- I would like to point out that ...

Jelaskan apa yang Anda inginkan sebagai solusi dari masalah tersebut.

- I hope to receive a complete refund soon.
- I would appreciate if you could look into this matter ...

CONTOH *COMPLAINT LETTER*

Dear (Contact Person or Organization Name),

On (date), I (bought, leased, rented, or had repaired) a (name of the product, with serial or model number, or service performed) at (location and other important details of the transaction).

Unfortunately, your (product or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product does not work properly; the service was not performed correctly; I was billed the wrong amount; something was not disclosed clearly or was misrepresented; etc.).

To resolve the problem, I would appreciate your (state the specific action you want: money refunded, charge card credit, repair, exchange, etc.). Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a resolution to my problem. Please contact me at the above address or by phone at (home and/or office numbers with area code).

Sincerely,

Your name

Enclosure(s) if any



CONTOH BALASAN SURAT KOMPLAIN

Dear Customer,

Thank you for your letter alerting us to the problem you have been having with our store in Springfield. I am sorry you have been subjected to such a frustrating series of events. We pride ourselves on responding to customers' concerns very quickly, so what you have experienced is inexcusable.

I have spoken with our manager in Springfield and have instructed him to give you a full refund plus 20% off your next purchase. I extend my own apologies for the inconvenience this problem has caused you. It is apparent that we need to train our holiday help more thoroughly.

I wish you an enjoyable holiday season.

Regards,

.....



SURAT UCAPAN TERIMA KASIH

Tulislah dengan sopan dan tulus

Tuliskan nama orang yang dituju

Langsung pada pokok pembicaraan

- *Thank you for your wonderful contributions, I'd like to thank you for all your help, I appreciate the time you spent*

Spesifik mencantumkan tentang *event* terkait hal yang ingin Anda apresiasi

- Setelah wawancara kerja, menerima hadiah, mendapatkan tawaran pekerjaan, naik pangkat, mendapatkan bantuan dalam proyek/pekerjaan tertentu, setelah acara khusus misalnya pernikahan atau pesta ulang tahun, dsb.

Akhiri dengan catatan yang positif

- *It's a pleasure working with you, I couldn't be more grateful for our friendship, I will always be grateful for your kindness*

CONTOH *THANKING LETTER*

Dear [name of employee],

I would like to say thank you for all your hard work this year.

We couldn't have got where we did this year without your ongoing dedication, commitment, creativity and talent.

Since joining the business in [year] you have gone from strength to strength and are a true asset to our company and our clients.

I look forward to working with you for many more years to come.

Thanks again.

Best regards,

[name]

[title]



Ashadi, et al. *Bahasa Inggris (BMP); 1-9 / MKWI4201 / 3 SKS*. Tangerang Selatan: Penerbit Universitas Terbuka.

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