1. **Complain about a device**

**You have bought a new mobile phone and in a few days after purchase it has stopped working. You spoke to the company representative a week ago but the phone has still not been repaired.**

**Write a letter to the company. In your letter**

* **introduce yourself**
* **explain the situation**
* **say what action you would like the company to take.**

From: Tong Phuong Uyen

To: Thegioididong

Subject: The iPhone X

Dear company representative,

My name is Uyen. I am a regular customer of your company. I am writing this letter to let you know about my iPhone X's problem.

I bought an iPhone X from one of your stores at the city center on Sunday, 26th of May, 2019.

The mobile phone worked fine for the first few days, but as soon as I started using the mobile camera, it suddenly stopped working. In addition, I am also experiencing an issue with the touchscreen. -> 2 phần khác thì nên tách ra thành 2 câu

I haven't stored much data on the phone but ~~then also~~ the mobile speed has reduced drastically as compared to when I bought it. Plus, it is very hot every time I play games.

Since this phone was covered with a 1-year warranty, I immediately sent it back to your store. The customer service representative intimated me that the phone will be repaired in a few days, and will be dispatched to my home address. However, a week has passed without me receiving -> I haven’t taken back any replacement. I am very upset about your poor service.

If I do not receive the new one, I want to receive my money back and I will not use your service anymore. I will tell all of my friends not to use your company’s service as well.

I am looking forward to hearing the good news from your company.

Customer/ regards,

Uyen

1. **Complain about a restaurant’s service/ food.**

From: tongphuonguyen.chemist@gmail.com

To:

Subject: Complain about the restaurant’s food

Dear Sir,

My name is Uyen. I am writing to you to complain about a meal that my friends and I had ~~in~~ at your restaurant. We ate there on the 12th of July. We are concerned ~~of~~ about a number of issues during regarding this meal.

Firstly, your waiters and waitresses apparently ignored us. We had a bad time waiting so long wait for both the menu and the bill.

Secondly, We requested a chicken, noodles and a ~~soup~~ bowl of soup. When the waiter brought out the food, It was really bad. The chicken was over roast, therefore, it turned into black. If I ate it, I could get cancer. In addition, noodles are sweet like a cake. Soup ~~dish~~ was so cold as well.

Based on the architecture and decoration of your restaurant, I thought it ~~to~~ would have the best ~~in~~ food quality. ~~But~~ However ( but không dùng đầu câu), you just disappointed us. I request you to keep the priority on the quality of food rather than external decoration.

I trust that you will seriously consider our complaint and give us a reasonable explanation. I felt your restaurant’s service was so bad. I hope that you can remind your chef and your staff before bringing the order for the customer. I really expect an apology from your restaurant and I hope you will be careful in future.

Sincerely,

Uyen

1. **Write an email to apply for the shop assistant job at Mode Fashion. Follow the instruction below:**

* **Say how you known / heard about the job**
* **List the skills that match the job advert.**
* **Say if you can start immediately.**

From: tongphuonguyen.chemist@gmail.com

To: ModeFashion@gmail.com

Subject: The shop assistant job/ My application email

Dear Mode Fashion,